

## Look Out for Your Neighbour Alert 3.8 Doorstep cold callers 13<sup>th</sup> December 2021

**Bromley Trading Standards** have been notified by a neighbour that traders were targeting houses occupied by elderly/vulnerable residents. We responded and confirmed the residents did not engage. In this case it was gardening but could also apply to roofing, guttering, paths, and driveways etc.

If you or someone you know are affected by cold callers, please contact our **Rapid Response** line on **07903 852090**, or **Citizens Advice** consumer helpline on **0808 223 1133**.

Dealing with doorstep cold callers or responding to a leaflet without following our advice below risks shoddy work, a fraction of what was quoted being done, having no recourse, and being substantially overcharged.

### Trading Standards advise that residents:

**Don't** contact traders via leaflets or adverts – *without* making thorough checks beforehand

**Don't deal with doorstep callers**

**Don't** pay large sums of money in advance – schedule payment as works progress

**Don't** be rushed into making a decision – seek advice from someone you trust first.

**Don't** assume rubbish removal is included – check and get it in writing.

**Do** get a minimum of **3 written quotes** – prepare a clear detailed brief beforehand

**Do** seek references, read reliable reviews, ask to visit previous jobs

**Do** check directly with any reputable organisation shown on a leaflet/website to make sure the trader **is** affiliated

**Do** get a contract in writing **before** works commence. Check the T & C's. You are entitled to a 14-day cooling off period

**Do** check and verify a trader's insurance