

Home Insulation Don't deal with cold callers

Alert 4.2

9 May 2022

Bromley Trading Standards has received a report that a resident has received a phone call about the survey appointment, regarding funding for home insulation, that they did not make!

We advise that anyone interested in investing in home insulation or other energy saving measures seeks impartial advice first:

- South East London Community Energy can help with your energy bills and to 'green your home' visit [https://selce.org.uk/](https://selce.org.uk) or call 020 4566 5764.
- Energy Savings Trust's website provides comprehensive guidance at <https://energysavingtrust.org.uk/energy-at-home/reducing-home-heat-loss/>.
- Simple Energy Advice gives government endorsed impartial and independent advice at <https://www.simpleenergyadvice.org.uk/> & by calling 0800 444202.

Don't deal with:

Cold callers on the phone, or

Doorstep callers.

If you, a neighbour, or someone else you know is being affected by doorstep traders, call Trading Standards' Rapid Response on **07903 852090**.

REPORT - Protect others by reporting incidents.

< **If you have paid, contact your bank as soon as possible. Call 159**

< **Contact Citizens Advice for help and advice on 0808 223 1133**

You can also visit www.Bromley.gov.uk/scams