

Garden services Don't rely on Leaf-lets

Alert 4.4

31st May 2022

Now that summer is upon us **Bromley Trading Standards** is reminding residents to be wary of engaging a gardener via a leaflet/card through the letterbox or a cold call, in person at the door.

We urge you to follow the steps below. The *risks* in not doing so are shoddy work, a fraction of what was quoted being done, having no recourse, substantial overcharge and the rogues coming back. Be particularly aware of false addresses on leaflets e.g. no building number and only part of a post code.

The RHS has some good advice - [Hiring gardeners and contractors / RHS Gardening](#)

If you, a neighbour, or someone you know is being affected by rogue traders, please contact our **Rapid Response line on 07903 852090**.

Don't contact traders via leaflets that are delivered through the door – *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 assume rubbish removal is included

Don't be rushed into deciding – seek advice first from someone you trust.

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 named or who's logo is shown on a leaflet/website to make sure the trader is affiliated

Do get a contract in writing before work commence. Check the T & C's. You will be entitled to a 14-day cooling off period – with full written cancellation information and not just a mention on a leaflet or a tick box to say you agree.

Do check and verify a trader's insurance

REPORT - Protect others by reporting incidents.

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

< Find a reputable trader on **Trading Standards Checked:**

www.bromley.gov.uk/tradingstandardschecked

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

If you would like to receive Trading Standards Alert! direct to your inbox, please visit www.bromley.gov.uk/scams and complete the online form.