

Roofing scams Don't deal at the door

Alert 4.6

8th June 2022

“Your roof tiles are loose”, & “We'll clean your gutters for £30” – this incident quickly escalated to several thousand pounds for unnecessary roofing work. The good news is that neither householder is out of pocket in these doorstep cold call cases reported to **Bromley Trading Standards**.

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 rogues coming back for more. Don't be influenced by flashy leaflets, smooth talking, or vans that appear to be slickly liveried:

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 deal with doorstep callers

Don't contact traders via leaflets that are delivered through the door – *without* making thorough checks beforehand >

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

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