

Rogue Trader “Business” Practices:

- Cold calling
- Unmarked vehicles – or can have magnetic signs which can be removed.
- Flyers only with a mobile number or 0800 number
- No health and safety equipment
- Payment to be made in cash
- No paperwork

Possible Frauds:

- Up-front fees/deposits requested then disappearing
- Claiming work is required when it probably isn't
- Saying work has been undertaken when it hasn't
- Statements as to the quality/nature of the work are false
- False statements about their ability to do the work
- False statements as to why the work should be done e.g. legal requirement.

Good Practice for Consumers:

- Avoid dealing with people over the doorstep in first place
- Display No Cold Calling sign (obtain from Trading Standards or Neighbourhood Watch)
- Always check ID
- Speak to neighbours that may have had work undertaken by them – but remember some neighbours may have had work done but it may be too early to detect a problem.
- Speak to family members first
- Obtain 3 quotes
- Never pay up front
- Pay by cheque – never cash
- Contact Trading Standards for advice if required on 07814 232611
- Check paperwork – name of trader, registered office address, landline number,
- Is cancellation notice given?