

## November 2016

### Consumer Alerts

#### Roofers

Rogue traders have been knocking on doors in the Parbold area offering to carry out roofing repairs. Householders have had concerns that the work suggested did not need doing at all and in one case the agreed price was almost doubled after the workmen insisted extra repairs were required.

Trading Standards advice is never do business with cold callers. Cold callers offering property repairs, especially roofing, is one of the most common scams, in some instances householders have paid over £20,000 for unnecessary work.

#### Pots and Pans

Reports of door to door selling of kitchenware have been received from residents in West Lancs and Wyre areas.

The salesman, who mentioned links with both Holland and Switzerland, spoke with an accent and stated the pots and knives were high quality and were sold to cooking schools. The cost of the products is in the region of £400. This is a scam, the kitchenware will not be worth this amount of money, please do not buy from cold callers.

#### Telesales call – burglar alarms

Householders are receiving telephone calls from a telephone security company purporting to be approved by the Police and other emergency services.

On the call, they try to make an appointment for a sales rep to visit your

home. Whilst at your home they will give you the hard sell on devices such as burglar/fire alarms.

If you receive such a call, be suspicious. Don't make an appointment. Ask them not to call again

Many homeowners may be going away to family and friends at Christmas time and will be concerned about leaving their house empty. If you are looking to install any security measures always use local traders.

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06**

**The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

**To reduce telesales calls, join the Telephone Preference Service, call 0345 070 0707 to register.**