

Get Support

Victim Support

There are a number of ways you can get in touch with Victim Support Humberside and South Yorkshire.

Call:

0800 368 7586

Email:

humberside@victimsupport.org.uk

Website:

humbersouthyorks.victimsupport.org.uk
affectedbycrime.com

Citizens Advice

Citizens Advice Consumer Service can offer support if you or someone you know has been scammed. They will give you advice on what to do next. You can visit the website (www.citizensadvice.org.uk) or call Citizens Advice Consumer Service on 0808 223 1133

FraudWatch

Fraud comes in many different forms, and absolutely anyone can become a victim.

On the FraudWatch website you will find information about the different types of fraud, videos that can be used to raise awareness, as well as tips on how to avoid being a victim.

Call:

01482 772 125

Website:

fraudwatch.org.uk

Report fraud to Humberside Police by calling 101 or visit humberside.police.uk.

Useful Links

Say No To Fraud - saynotofraud.uk
Buy With Confidence - buywithconfidence.gov.uk
Citizens Advice consumer service - adviceguide.org.uk
Stop! Think Fraud - stopthinkfraud.campaign.gov.uk

Report It

Report a poor trader to Trading Standards:
Call the Citizens Advice consumer helpline on 0808 223 1133.

If a trader is at your property, refuses to leave or you feel threatened, intimidated or they become violent or aggressive, call the police on 999.

Say NO to doorstep callers

Remember: If it seems too good to be true, it probably is.

Are you expecting anyone? Secure the door bar or chain before opening the door.
Ask for an identity card and examine it carefully.

If you're still unsure, phone the company the person says they're from. Get the number from your own trusted source not a number they have given you to call.

Don't worry about leaving someone waiting.

If you're being pressured or feel unsafe, contact friends, family or the police.



By Community VISION
A merger of ERVAS & VANL

Bogus / Rogue Trading



This project is funded by

HUMBERSIDE
POLICE & CRIME
COMMISSIONER



What is Bogus / Rogue Trading?

Genuine traders will not call uninvited at your door and try to persuade you that work needs doing to your home or garden.

Rogue traders will often approach your home directly. Some will even try to make themselves look more genuine by phoning first to make an appointment, producing glossy leaflets, or advertise in papers and local directories.

Doorstep callers might come across as charming and friendly, or they could be threatening and aggressive. A smiley face or not, they plan to try and trick you into agreeing to let them do work. If you agree they'll overcharge for shoddy work, which they might not even complete and probably wasn't necessary in the first place.



Could it be a distraction?

- Some criminals tend to work face to face when committing crime, if someone knocks on your door, be alert, as they may be a rogue trader or be planning a distraction burglary.
- Criminals may pose as legitimate business people selling goods or services that are faulty, unnecessary, overpriced, poor quality or non-existent.
- A distraction burglar is someone that gains access to your property by distracting or tricking you before stealing items from your home.
- Rogue traders however are criminals who take advantage by using high-pressure, forceful sales techniques.

Stop and Think Fraud if you agree to work being done, ask yourself:

- Were you given a written notice of your right to cancel the agreement?
- Was the trader aggressive or persistent in persuading you to agree?
- Were you given a quote or estimate?
- How much did you agree to pay?
- How were you asked to pay?
- Were you satisfied with the work?

Make a note of your answers and keep a written description of the individuals involved. You may want to use this information later.



Top Safety Tips



Never agree to have work done over the telephone or in your home by a cold caller.



Do your research and don't rely on posts or recommendations on social media sites or trader approval platforms.



Obtain three different quotes and ask family and friends for recommendations.



Don't be rushed into making a decision – genuine traders will allow you time to think and won't pressure you to start work straight away.



Don't pay cash or transfer money to the trader before work has begun.

For more information, visit:
fraudwatch.org.uk/doorstep-crime