Consumer Alerts – November 2026

Rogue roofers cold calling in Preston

Residents are advised that pushy roofers have been doing work without consent and then demanding money from vulnerable householders in the Preston area. If a trader goes on your roof without your consent please call the police. Remember, if you have not agreed a contract, you do not have to pay. If you have agreed a contract but have not agreed a price in advance, you only have to pay what is reasonable.

Beware roofers cold calling in Chorley

Roofers knocked on a householder's door in Chorley advising they had a leak. The roofers showed the householder some video footage showing very old looking felt and repair work was agreed. Shortly after, when the roofers advised they had finished, as agreed, the householder paid £2000 in cash. The householder now suspects no repairs work was actually carried out or was needed and the video footage was not of their roof.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk.

Beware telesales call offering insulation measures

A householder in the Pendle area received a telesales call from a company offering free insulation advice. During a home visit the trader advised of mould and damp in the attic and a contract was agreed to install insulation. The work took 1 day and began within 2 days of the contract being agreed, giving the householder no thinking time. They are now concerned the insulation that was installed is unsuitable, will not solve any damp problem and was not needed.

Remember you have 14 days to change your mind and cancel a contract for most services agreed in your own home. A trader can start work earlier but this should be at your express request.

Schengen Visa Scam

Beware receiving an email regarding applying for a Schengen Visa. The email falsely claims that a new digital migration declaration is required five working days before travel, directing victims to a fake website designed to resemble the official EU Entry/Exit System (EES). The fraudulent site prompts users to submit personal information, passport scans, and travel details which could later be exploited.

If you are travelling to a country in the Schengen area for a short stay using a UK passport, you may be required to register your biometric details, such as fingerprints and a photo, when you arrive. You do not need to take any action before you arrive at the border, and there is no cost for EES registration.

Report it to Report Fraud via www.reportfraud.police.uk or on 0300 123 2040.

Contact the Trading Standards Service via the Citizens Advice consumer Helpline on 0808 223 1133.

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