

Dealing with **rogue traders**

- 1** Research different companies and compare quotes so you know how much you would be expected to pay for a job. Rogue traders will often charge extortionate prices for simple jobs.
- 2** Be wary of leaflets that are posted through your door offering services. Rogue traders will often have incorrect business addresses, and be only contactable by mobile numbers. Ask for identification and take vehicle registrations down and do not be afraid to ask for references.
- 3** Make sure a quote is obtained in writing for the exact work to be completed. Do not give traders an opportunity to subtly damage your property to charge extra (take pictures before and after a quotation if physical inspection is required). Rogue traders like to bill you for items you have not requested.
- 4** Avoid paying money up front and insist in a bank transfer from your bank to theirs using a sort code and account number; do not give them your card details. Avoid paying in cash.
- 5** If you feel something is wrong, do not continue with the work. Trust your instincts. Ask a friend or relative for advice and take your time to make a decision. Rogue traders will try and pressure you into a sale.

Reporting to Trading Standards

If you think a business has broken the law or acted unfairly, you can report them to Trading Standards.

Trading Standards use the information you give them to investigate unfair trading and illegal business activity, like rogue traders and scams.

Trading Standards can take businesses to court or stop them operating, but they won't help you fix your problem – for example, they can't help you get a refund.

kent.gov.uk/business/trading-standards



Safe Local Traders

www.kent.gov.uk/tschecked

Trading Standards Checked is Kent County Council's (KCC) safe traders scheme for businesses in the home improvement sector. Together with Kent Police and our members, we aim to prevent financial abuse, stop doorstep criminals and protect residents, especially the vulnerable, from criminal and rogue traders.

Trading Standards Checked carries out thorough checks on traders and is the only scheme vetted by Kent Trading Standards – tschecked.kent.gov.uk



Kent Police

Report a non-urgent crime online www.kent.police.uk/report

Talk to us on LiveChat – available 24/7 www.kent.police.uk/contact

In an emergency, if crime is in progress or life is in danger call **999**

If you have a hearing or speech impairment, use our textphone service **18000**.

Or text us on 999 if you've pre-registered with the emergency SMS service.

www.kent.police.uk   