

**Beware – Common cold calling scams for goods and services include:**

- Driveway laying and repair
- Gardening work
- Double Glazing
- Fascias and guttering
- Roofing work, including cleaning and coating
- Mobility/disabled aids
- Security alarm systems
- Home insulation

## **SAY NO TO COLD CALLERS**

Think you've had a visit from a rogue trader?

Report it to Herefordshire Trading Standards Service on  
01432 261761

Consumer Advice Line: 03454 04 05 06

Email: [consumeradvice@herefordshire.gov.uk](mailto:consumeradvice@herefordshire.gov.uk)

[www.herefordshire.gov.uk/tradingstandards](http://www.herefordshire.gov.uk/tradingstandards)



Herefordshire Trading Standards

**Rogue Trader and Scam Advice**

**Say NO to cold callers**



**NEVER DEAL WITH COLD CALLERS OVER THE PHONE OR AT THE DOOR.**

## How the scammers operate:

- You will receive a call over the phone or at the door for goods and services, most commonly home improvements and property repairs.
- They want to give you a free quotation, survey or demonstration for the goods and services.
- Once you engage in conversation or let them into your home you will be coerced into agreeing for work to be undertaken. It is common for fraudsters to use high pressure selling tactics and some ask for money up front.
- You may be offered a falsely large discount if you sign today.
- They will start the work ASAP so that you don't have time to consider cancelling.
- The work will be completed to a very poor standard using substandard materials, although the scammers will tell you differently.
- You will be charged a grossly inflated price or will be hit with unexpected bills by the fraudsters. They will bully you into paying, often making threats in the process.

**"What if I need the work doing at my property?"**

### Trading Standards advice

Always obtain 3 quotes before agreeing for work to be undertaken.

Never pay any money up front, especially cash.

Never respond to flyers

Visit [www.traderregister.org.uk/herefordshire](http://www.traderregister.org.uk/herefordshire)  
for a list of reputable traders in Herefordshire.

## What rogue traders say is one thing, what they mean is something completely different...

**Cold caller says:** *"We've been working in the area and notice you've got a few loose tiles on your roof; we can repair those for you now to prevent the water coming in, it won't cost much at all."*

**Cold caller means:** *"I'm going to get a ladder and damage your roof so I can coerce you into further repairs for an extortionate price"*

*We're offering a free home survey/inspection with no obligation.*

*We'll send a salesperson round who'll be in your home and pressure you to sign a contract.*

*You pay nothing until the work is completed and you're fully satisfied.*

*The work will be completed to a poor standard and we'll intimidate you into paying the full amount.*

*We've been working on the highways for the council and have some leftover tarmac; we'll happily fill in the pot holes on your drive for £50.*

*The council would never employ us and we're trying to con you. Within the hour we'll have laid cheap tarmac over your entire driveway and will be demanding thousands for worthless work.*

*I've been doing some gardening locally and notice your hedge could do with a trim, it won't cost much at all and I'll take all of the waste away.*

*I'll get my trimmer out for an hour, ruin your hedge and demand £200 in cash when I've had enough. I'll also fly tip your cuttings in a layby on the way home.*