

Consumer Alerts – July 2026

Bogus roofers cold calling

Beware cold callers offering roofing services in the Lytham St Annes area. One vulnerable householder was told by the cold caller that they had serious issues with their roof and paid them over £17,000 as they felt pressured and concerned about making sure their roof was safe. The traders did not return, no work was carried out and no work was necessary.

A report has been received of cold callers calling in the South Ribble area offering a free roof inspection. Initially the traders stated the work that needed doing would be £1300 but after doing further work on the roof removing tiles, escalated the work to over £5000. The roofers required a deposit which was provided but luckily the householder had second thoughts, asked the opinion of a known local trades person who confirmed the roofers had created an issue that had not been of any concern prior to their visit. The householder reported the matter to their bank

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 high street shop phishing scam

Beware receiving an email seemingly from Boots Chemist stating you have won a prize. Clicking on the link in the fake email takes you to a website mimicking a legitimate site tricking you into entering sensitive information such as passwords and bank details.

Be on the alert, such scam emails are often sent from email addresses that do not match the business they are allegedly from. They may use generic greetings such as 'Dear Customer' rather than using your name and try to pressure you to act quickly by warning the offer may expire if you do not act immediately.

Fake fire safety check email

Beware receiving an email alleging to be from the fire brigade stating they are checking houses for smoke alarms. The email states the householder will receive a £500 fine if they do not allow the inspection and must reply to the email to avoid the fine. This is a scam, do not feel pressured into responding.

Lancashire residents can book a free Home Fire Safety Check through Lancashire Fire and Rescue Service to assess and reduce fire risks in their homes. Contact 0800 1691125 or book via the website Home Fire Safety Check

Forward suspicious emails to report@phishing.gov.uk

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

Check out our Facebook page, www.facebook.com/StanleyDards/

