

# Consumer Alerts – October 2025

## Bogus roofing work

On noticing a leak in an upstairs bedroom, a Preston householder posted the job on an online trader platform. The job was picked up by a trader who quoted just under £2000 for the work required and explained it would be a 2-to-3-day job. The work was then completed within no more than 4 hours with the trader asking for immediate payment. The roof continued to leak but on calling the trader back he stated this was an unrelated issue and required further monies to rectify.

Some online trader platforms provide you with a choice of traders to contact, others ask you to explain the work/ issue you have and then traders who want the work will contact you. Be wary of traders who can start immediately and/or push for an upfront payment. Shop around, get quotes in writing, making sure they include name and address details of the business you are dealing with. Check any online reviews for the business. If a Limited company check them on the Companies House website, how long have they been operating?

**The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk).**

## Bitcoin scam phone call

Beware receiving a phone call from a caller claiming you have monies due to you from a Bitcoin account. In one case the scammer, on contacting a South Ribble resident, claimed to be calling from London, but the call was actually being made from Slovenia. The resident

had had some previous dealings with Bitcoin investments but luckily did not provide any personal details or money to this scammer.

Crypto scams can be very sophisticated, with scammers using everything from AI to dating apps to deceive investors. Always be sceptical of high returns, pressure to recruit others, or requests for personal information.

## Students warned to be vigilant of scams

Avoid posting messages online that let people know you're getting your student finance payment soon, use a secure website when submitting sensitive information online and avoid logging on to your student finance account on public networks. Keep an eye out for any email, phone calls or SMS messages you think are suspicious, especially around the time you are expecting a payment.

The Student Loans Company (SLC) oversees student finance on behalf of the government and devolved administrations across the UK. Suspicious emails or text messages can be reported to [fcpu\\_alerts@slc.co.uk](mailto:fcpu_alerts@slc.co.uk), suspicious phone calls received can be emailed to [furtherinfo@slc.co.uk](mailto:furtherinfo@slc.co.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/](https://www.facebook.com/StanleyDards/)**

**Report it to Action Fraud via [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or on 0300 123 2040.**

