

# Consumer Alerts – September 2025

## Bogus roofing services offered

Residents of sheltered and park home housing are being warned that a trader has been going around the South Ribble area offering to re-roof perfectly sound houses and park homes, wanting deposits up front and claiming that roofs have issues when they are fine. The numbers on the trader's leaflet are non-contactable. Please never contract with anyone who cold calls at the door, beware of flyers you may receive and look out for vulnerable neighbours.

## Rogue driveway specialists

Beware cold callers in the Chorley area offering driveway services. In one instance part of the concrete driveway was laid, the full monies of £8000 were then asked for. The traders have since not been back to finish the job and there are issues with drainage. There is no address on the paperwork and no answer using the phone number provided. Be suspicious if traders are very pushy, wanting all payment upfront or before the work is finished.

## Roofing service via social media

A resident in the Rossendale area used social media to source a roofer as they were experiencing a slight leak. Initially the roofers quoted a price of £1500 to fix the roof but the job soon escalated with alleged further issues being identified and more and more monies required totalling over £20,000. On one occasion the traders threatened to leave the job if a payment of £5000 was not found. The householder paid as they felt they had no choice as the roof was exposed.

Always do your own research on traders before agreeing to work, use caution when looking on the internet or social media, always get more than one quote. If you are struggling to find a known local tradesman, **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).**

**Trading Standards advice is to always say no to cold callers.**

## Winter fuel payment scam

Be on the alert to a scam currently circulating via text, claiming to be from the Department for Work and Pensions (DWP). The message falsely states that the 2025-2026 Winter Heating Allowance application deadline is 19 August 2025 and urges residents to submit personal information to claim a £200-£300 payment. Never click on suspicious links, reply to unknown numbers, or download attachments from unexpected emails or texts.

Most eligible residents will receive the Winter Fuel Payment automatically - there's no need to apply unless advised by the DWP. The real deadline to claim, if required, is 31 March 2026. For further details go to [Winter Fuel Payment: Check if you need to claim - GOV.UK](https://www.gov.uk/winter-fuel-payment).

**Report scam emails by forwarding them to [report@phishing.gov.uk](mailto:report@phishing.gov.uk). Report scam texts by forwarding to 7726.**

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

