

We want to hear about all doorstep crime incidents in Derbyshire.

For advice or to report any suspicious callers contact Derbyshire Trading Standards at:
Chatsworth Hall
Chesterfield Road
Matlock
Derbyshire
DE4 3FW

If you are a **consumer**:



If you are a **business**:

Telephone: 08 456 058 058

Fax: 01629 585917

Website: www.derbyshire.gov.uk/tradingstandards

We want everyone to be able to understand us. On request, we will arrange:

- Language interpreters, including for sign language
- Translation of written materials into other languages
- Materials in large print, on tape or in Braille.

Ft15 09/08

TRADING STANDARDS WARNING!

ROGUE TRADERS IN YOUR AREA!

It has been reported that there may be workmen in your area knocking door to door persuading residents to have work done on their homes. They may say they are from the Council and have materials left over from a job in your area.

Councils **NEVER** offer their services in this way.

These traders may offer roofing, tarmac, and building or garden services. This work is often unnecessary and may be finished to a very poor standard.

A low price is often quoted which may then escalate to an extortionate figure once the work has commenced.

These traders often target the vulnerable, particularly older adults and they put on a lot of pressure to pay up, usually in cash. They even drive people to the bank to withdraw hundreds of pounds in cash. Sometimes they claim to find other 'problems' so that the cost can run into thousands of pounds.



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

WHEN IT ALL GOES WRONG

These workmen usually prove impossible to trace when you want a refund or to complain about shoddy workmanship. Many give false names, addresses that are accommodation only, or do not exist and a mobile phone number.

In these cases there is very little Trading Standards can do to help.

CANCELLATION RIGHTS

If the workmen called at your home uninvited and the goods or services cost over £35 in most circumstances you must be given a 7 day cooling off period during which time you can cancel the contract. If you are not given a written notice explaining your cancellation rights, the contract is unenforceable.

THIS MEANS THAT THE TRADER IS NOT LEGALLY ENTITLED TO PAYMENT FOR THE GOODS OR SERVICES.

Trading Standards advise you **NOT** to pay for goods or services in these circumstances.

For help or advice ring Trading Standards on **01629 580000 ext.6166**

If you are threatened or intimidated ring the Police on **0845 123 33 33**

Or in an emergency ring **999**

REMEMBER – SAY NO TO DOORSTEP CALLERS!

Reputable builders and other workmen **DO NOT** have to go knocking on doors looking for work.



www.doorstoppers.info