

Tell us about doorstep crime in Derbyshire.

If you're worried about rogue traders or door-to-door callers in your community or they visit your home please let us know so we do something about it.

If you are a **consumer** you can call the Citizens Advice consumer helpline on **08454 04 05 06**

If you are a **business** you can Call Derbyshire on **08456 058 058**

For more information about our trading standards service visit www.derbyshire.gov.uk/tradingstandards

Or you can write to us at:
Derbyshire Trading Standards
Chatsworth Hall
Chesterfield Road
Matlock
Derbyshire
DE4 3FW

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.

Don't take the risk - say no to doorstep callers

It has been reported that there may be workmen in your area knocking door to door offering gardening services such as hedge trimming, tree removal and cutting.

These traders can visit anyone, but may target older and vulnerable residents.

You may be tempted by a very low quote but the price tends to rise when the job starts. The work is often unnecessary and the quality very poor.

Rogue traders are known to put customers under pressure to pay large sums of money in cash and give false names and phone numbers which are impossible to trace. This makes it very difficult for our trading standards team to help you.



Reputable companies do not usually advertise for business by calling at your home uninvited and will not visit unless you ask them to. They'll also explain your consumer rights which rogue traders will not do.

If goods or services cost you more than £35 you have cancellation rights to end the contract within seven-days. If you're not given a written notice explaining your cancellation rights the contract is unenforceable. The trader is committing a criminal offence and you do not have to pay.

If you'd like information and advice about this issue you can contact our trading standards team on **01629 536166**

Alternatively you can call the Citizens Advice consumer helpline on **08454 04 05 06**

If you're threatened or intimidated call the police on **101** or in an emergency dial **999**

Don't take the risk - say no to doorstep callers

We can help you find honest and reliable traders with our Trusted Trader scheme. All the businesses who sign up with us have been checked out by our trading standards team so you know you'll be in safe hands.



- plumbers
- builders
- roofers
- garages
- decorators
- joiners
- glazers
- drain cleaners
- electricians
- gardeners
- retailers
- ...and many more.

To find a Trusted Trader in your area or to sign up for the scheme yourself call 08456 058 058 or visit www.derbyshire.gov.uk/trustedtrader

* Call Derbyshire is open 8am to 8pm weekdays, 9.30am to 4pm Saturdays. An average three-minute call costs 10p for BT customers. Charges from other suppliers may vary.