

CROYDON TRADING STANDARDS

COMMUNITY ALERT

Rogue Traders in the Croydon area

Rogue Traders are cold calling in your area.

They are handing out flyers and pointing out alleged problems with guttering and roofing, or they are offering to do gardening, driveway cleaning or tree trimming.

They quote a small amount then start raising the costs to do unnecessary work. They are often unskilled and their 'work' will result in damage to your property or trees and gardens. They are also likely to fly tip any waste locally.

Please **DO NOT** engage with, or use the services of, anyone who cold calls.

We have also had reports of aggressive, rude and forceful behaviour.

**If traders are aggressive, threatening or intimidating,
always call the police on 999.**

If you receive a flyer and want to report it to Trading Standards, please take a photo and email it to us at trading.standards@croydon.gov.uk

If you require a trader, please look at the following **Approved Trader Schemes**:

Trust Mark - www.trustmark.org.uk/find-a-tradesman - 0333 555 1234

Buy With Confidence – www.buywithconfidence.gov.uk – 01392 383 430

Which? Trusted Traders - <http://trustedtraders.which.co.uk/> - 0117 405 4689

ALWAYS get several quotes in writing from several traders before having any work done. Ensure it includes a breakdown of costs of labour and materials before having any work done and comprehensive cancellation rights and terms and conditions. If you have an emergency – please do not automatically use Google and contact the first results – these are often paid for adverts and increasingly they appear to be linked to rogue traders.

If you have been scammed or duped into contracting with a business or a trader and parted with money, please report to **Citizens Advice Consumer Advice Line on 0808 223 1133** or go to the following website to report online:

<https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>