

# **CROYDON TRADING STANDARDS**

## **COMMUNITY ALERT**

### **Help on your Doorstep**

Spring is here, the clocks have gone forward, the day is longer and lighter and that means one thing – more people knocking on your door.

Doorstep criminals travelling the UK can target residents throughout the Croydon borough - particularly elderly or more vulnerable householders. Many traders who call at the door are genuine but unfortunately some are not and these rogues can be extremely persuasive.

You may be told that “you have tiles loose on your roof” or perhaps that that “trees near your house will cause damage to your foundations”. They may offer to do the work for a relatively small price, before “discovering” that there are more serious issues which require considerably more money.

Any subsequent work will often be unnecessary or of poor quality. If you are provided with paperwork, it will invariably contain false contact information, making it almost impossible for you to identify or contact them when issues arise. If you’ve paid them in advance, you won’t get your money back and you will need to pay a third party to put things right.

Regardless of whether you have asked the trader to call or not, in most circumstances as long as the price quoted is above £42 you are entitled to receive written notice of your cancellation rights and fourteen days to change your mind and cancel.

Use these fourteen days wisely. Do not let them start work early. Ask a family member or trusted neighbour what they think. Ask yourself if you really need this work done?

If you decide to go ahead with the work, make sure that the work agreed is written down with an agreed price. Are they being asked to pay in cash? We all like an apparent bargain, but cash payments cannot be traced. No reputable business will insist on being paid in full upfront and they will be happy to provide bank details for the transfer money or accept a cheque.

A doorstep selling advice pack containing lots of useful information which will assist you to ‘say no to doorstep callers’ is available on request to Croydon residents by emailing [trading.standards@croydon.gov.uk](mailto:trading.standards@croydon.gov.uk)

If you feel that you have been the victim of doorstep crime, you should first call the Citizens Advice Consumer Service (CACS) on 0808 223 1133. They will give you full civil advice and if necessary will also refer the matter to Trading Standards for us to make contact with you.