

# STOP DOORSTEP CRIME

KEEP THE ROGUE  
TRADERS OUT



Advice from East Riding of Yorkshire Council's Trading Standards on how to protect yourself from rogue traders and doorstep crime.



## WHAT IS DOORSTEP CRIME?

This type of crime includes people that knock on your door offering fraudulent services. It is financial abuse and can ruin victim's lives. Criminals prey on the elderly and vulnerable.

Rogue traders will often turn up at your home unexpectedly. Some will even try to make themselves look more genuine by phoning first to make an appointment, producing glossy leaflets, or advertise in papers and local directories.

Doorstep callers might come across as charming and friendly, at first, but quickly turn threatening and aggressive. A smiley face or not, they plan to try and trick you into agreeing to let them do work. If you agree they'll overcharge for shoddy work, which they might not even complete and probably wasn't necessary in the first place.



## TIPS TO HELP KEEP YOU SAFE

- ✔ Do your research, don't rely on posts or recommendations on social media sites or trader approval platforms.
- ✔ Obtain three different quotes and ask family and friends for recommendations.
- ⊘ Never agree to have work done over the telephone or in your home by a cold caller.
- ⊘ Don't be rushed into making a decision – genuine traders will allow you time to think and won't pressure you to start work straight away.
- ⊘ Don't pay cash or transfer money to the trader before work has begun.

## IF IN DOUBT, KEEP THEM OUT

If you don't know who is knocking at your door – **do not open it.**

If the person refuses to leave, or you **feel threatened** or scared, call the Police on: ☎ **999**



To deter rogue traders, display a 'no cold callers' sticker on your door. These are available from Trading Standards. To request a sticker, visit:

📧 [consumeradvice@eastriding.gov.uk](mailto:consumeradvice@eastriding.gov.uk)

## REPORT DOORSTEP CRIME

It's never too late to ask for advice even if; the work has begun, you have signed paperwork, or you have paid money.

You can get advice or report an incident by contacting Trading Standards via the Citizens Advice Consumer Service.

You may use the form in this leaflet to help you to have the information to hand when you call.

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## EVIDENTIAL FORM: DEALING WITH COLD CALLERS

### DESCRIPTION OF ROGUE TRADER(S)

Time / date: .....

Name and address of company: .....

Name of individual(s):      Name of individual(s): .....

Physical description:      Physical description:

Gender: .....      Gender: .....

Age: .....      Age: .....

Height: .....      Height: .....

Build: .....      Build: .....

Accent: .....      Accent: .....

Hair colour: .....      Hair colour: .....

Hair style: .....      Hair style: .....

Other details: .....      Other details: .....

Vehicle used:      Vehicle used:

Make: .....      Make: .....

Model: .....      Model: .....

Colour: .....      Colour: .....

Registration number:      Registration number: .....

.....      .....

Other details: .....      Other details: .....

.....      .....

Telephone numbers used: .....

What were they offering? .....

How much did they want? .....

Have they left you any advertising materials etc? .....

Please continue on the reverse.

## IF YOU AGREE TO BUY GOODS OR SERVICES AT THE DOOR:

Were you given a written notice of your right to cancel the agreement?

Yes  No

Was the trader aggressive or persistent in persuading you to agree?

Yes  No

Were you given a quote or estimate?

Written quote

Yes  No

Verbal quote

Yes  No

How much did you agree to pay? .....

How were you asked to pay?

Cash

Yes  No

Credit card

Yes  No

Cheque

Yes  No

Were you satisfied with the work?

Yes  No

If no, give reasons: .....

.....

.....

## HOUSEHOLDER DETAILS:

Your name: .....

Age: .....

Address: .....

.....

Telephone: .....

Email: .....

Do you live alone?

Yes  No

Are you displaying a 'no cold callers' sticker in a prominent position?

Yes  No

Do you agree to Trading Standards disclosing your address if the company who called are contacted?

Yes  No

## USEFUL CONTACT DETAILS



For support, reporting and guidance, the following organisations can help:

To report a rogue trader, or for guidance and support, call the Citizens Advice Consumer Service

☎ 0808 223 1133

🌐 [adviceguide.org.uk](http://adviceguide.org.uk)

If a rogue trader is at your property, refuses to leave or you feel **threatened** or **intimidated** call Police Emergency on: ☎ 999

Use and fill in the information on this form to report the incident to Trading Standards via the Citizens Advice Consumer Service.

