

October 2016

Consumer Alerts

Doorstep callers offering roofing repairs

One of the most reported bogus calling incidents is for householders to be offered roofing repairs. The roofers will initially offer to re point ridge tiles, put up plastic end caps or clean gutters. The work then often escalates to replacing alleged rotten felt and battens, and, given the likelihood of tiles being broken, a whole new re roof including new tiles. Bungalows are the most often targeted for such work, although the traders will carry out work on houses as well, usually without scaffolding. The traders can charge anything from £3,000 to £20,000.

Although this affects all of Lancashire, current areas being targeted include Up Holland, Ecclestone and Leyland.

Never agree to such work being carried out by cold callers. Choose traders recommended by friends and family or from LCC's Safe Trader list if you do want any work carrying out

The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Gardening Services

A number of complaints in the Preston area have been received about cold callers offering gardening services. Residents have reported agreeing to hedges being cut or trees pruned. The workmen carry out a

small amount of work, ask for payment and then disappear without completing the job.

It is the time of year when you might want to prune and tidy your garden ready for the winter months. Getting a gardener can be difficult at this busy time of year. Please be very careful about contacting traders who distribute flyers. Always make sure you have a local address and landline, use a local trader who you know.

Trading Standards advice is never do business with cold callers.

Email scams

Beware of an email offering to refund you over payment of your TV licence. The email asks for bank details and is a scam.

Please also beware of an email claiming to be an invoice from Apple Music for an annual subscription of £39.99. The invoice is fake.

The aim of many email scams is to get your bank details – be careful who you give such information to.

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06