



**POLICE CONNECT**  
*Keeping you informed, keeping your community safe*

## **Rogue Trader Alert – Flyers and doorstep cold callers offering to do ‘facia and insulation’ work on park homes**

We are warning residents to be on their guard after receiving reports of flyers being hand delivered offering to do ‘facia and insulation’ work on park homes.

This follows an incident in the Great Yarmouth area where leaflets were delivered followed by a cold caller who attempted to quote for work.

We advise, when looking to have work done on or around your property, only deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from.

It is possible these rogue traders could target other park home sites in Norfolk.

Anyone concerned about possible doorstep rogue trader activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline via their [online reporting form](#) or by telephone on 03454 04 05 06.

Looking for a Trader you can Trust? Try a Norfolk Trusted Trader. To search our directory and read feedback from their customers visit [www.norfolk.gov.uk/trustedtrader](http://www.norfolk.gov.uk/trustedtrader)

## **Cold Calling Alert – Telephone cold calls enquiring about ‘insulation and roofing’ as they are ‘working in your area’**

We are warning residents to be on their guard after receiving reports of telephone cold calls being received in the North Norfolk area enquiring about your ‘insulation and roofing’ as they claim to be ‘working in the area’.

We advise always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details or agree to someone visiting your home if approached in this manner.

We also advise when looking to have work done on or around your property only deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from.

If you need advice about cold calling or have agreed to a visit during a cold call contact the Citizens Advice consumer helpline via their [online reporting form](#) or telephone 03454 04 05 06.

## Scam Alert – Text messages claiming you are ‘due a council tax refund’

We are getting reports from Norfolk residents who have received text messages stating they are 'due a council tax refund of £357.00' and supplying a link to 'claim your refund'.

These text messages are **not** genuine.

Anyone following the link will be taken to a website which will attempt to gather personal and financial information.

It is possible several variations of this message could be circulating with different amounts and web links.

If you receive this, or a similar text message, delete it without clicking on any links.

If you require any information about your council tax contact your local council direct. Their information can be located on the Gov Delivery website at [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

You can report suspicious text messages to Action Fraud using their [online form](#) or by telephone on 0300 123 2040.

## Cold Calling Alert – Doorstep cold caller enquiring ‘who installed your windows’

We are warning residents to be on their guard after receiving a report of a doorstep cold caller in the Eaton area of Norwich.

In the incident, a resident received a doorstep cold call from a man who asked ‘who installed your windows?’ The resident declined to engage with the cold caller and reported it to us.

We advise to be very wary of claims made by doorstep cold callers and **never** give access to your property, agree to services, buy items or for return visits if approached in this manner.

Anyone concerned about doorstep cold calling in Norfolk can contact Trading Standards through our partners the Citizens Advice consumer helpline via their [online reporting form](#) or by telephone on 03454 04 05 06.

## Cold Calling Alert – Flyers and doorstep cold callers offering ‘tree surgery’ and ‘gardening’ work

We are warning residents to be on their guard after receiving reports of flyers being hand delivered offering ‘tree and garden’ work in the Dereham and Swaffham areas and doorstep cold callers offering ‘tree surgery’ work in the Hellesdon area.

The flyers claim to offer a range of services and gives contact numbers but no further details about the business. The doorstep cold callers have been approaching residents offering to do work on trees.

We advise when looking to have work done on or around your property only deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from.

Anyone concerned about possible doorstep cold caller activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline via their [online reporting form](#) or by telephone on 03454 04 05 06.

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## Rogue Trader Alert – Doorstep Cold Caller offering ‘Tree Surgery Work’

We are warning residents to be on their guard after receiving reports of a doorstep cold caller in the Watton area offering tree surgery work.

We advise **never** deal with cold callers looking to undertake work on or around your property.

If you are looking to have this type of work done only deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from.

Anyone concerned about possible rogue trader activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline via their [online reporting form](#) or by telephone on 03454 04 05 06.

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## Rogue Trader Alert – Doorstep cold caller carrying a large holdall bag

We are warning residents to be on their guard after receiving reports of a man carrying a large holdall-type bag going door to door in the Stoke Holy Cross area.

We advise **never** to deal with anyone who cold calls at your property offering to sell something.

Anyone sighting these sellers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on 03454 04 05 06, or Norfolk Constabulary via 101.

If you feel intimidated or see these cold callers and are concerned for vulnerable neighbours call 999