

Rogue Trader Alert – Cold Calling Incidents – 23 June 2020

We are warning residents to be on their guard after a number of cold calling incidents have been reported in the Norfolk area.

A resident in Poringland received a phone call offering servicing and cleaning of their solar panels. The caller arranged to visit the property the next day and requested access to the resident's roof space in order to inspect their inverter. The resident was informed that they required a new inverter and warranty for £1500. The resident refused and the trader left.

The second incident occurred in Hellesdon and involved an individual offering gardening work. The cold caller has reportedly visited several areas of Hellesdon in the last few days, has cold called at a number of properties and approached residents outside their properties. The male is described in some reports as 'persistent' and 'verbally aggressive' when his offer of work is turned down. He has been seen to be using a red van and charging high prices for work.

The area of Diss has seen several incidents of two males cold calling residents' homes offering roof insulation. The males show ID badges which do not have photo identification and state they are working in relation to a Government funded scheme. The males request access to the loft space and have been seen to take photos of properties. The males are driving a black BMW with blacked out windows.

In Felthorpe a male has cold called a local resident offering central heating installation in relation to a government grant. The male requested access to the resident's property in order to inspect their radiators which was declined.

In Briston a resident has reported a smartly dressed male aged between 25-30 who called at their property offering advice to business owners on available grants.

We always advise:

- NEVER deal with cold callers looking to undertake work on or around your property
- NEVER agree to have work done by somebody who is 'just passing' or take their word that it needs to be done at all
- NEVER allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
- NEVER pay for work before it is completed
- 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 before commencing the work

It is possible these doorstep cold callers could move on to other areas around Norfolk.

Anyone sighting these cold callers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Constabulary via **101**.

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

Rogue Trader Alert – Doorstep Cold Callers selling gravel – 23 June 2020

We are warning residents to be on their guard after receiving two reports of cold callers offering gravel for sale in Norfolk.

The first report is from a Tittleshall resident who was cold called by a male offering a gravel for sale from his truck. The resident declined this, however later received an invoice through their door with bank account details to make payment for the value of £575.

The second report is from a Wormegay resident who has also received a cold call from a male selling gravel.

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- NEVER allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
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Information Alert – Home Repairs or Improvements? Make sure you #CHECK – 22 June 2020

If the warm weather has got you thinking about sorting out the garden or arranging home improvement work, Norfolk Trading Standards are reminding consumers to think #CHECK when choosing a tradesman or business for the job.