



Rogue Traders advice and info



www.hampshirealert.co.uk

Please be aware that rogue traders may be operating in your area. We advise you when answering your door;

- STOP and think, are you expecting anyone?
- CHAIN - use door chains if you have them;
- be confident and say 'No thank you'
- You do not have to let anyone into your home
- Never keep large sums of money in the house and keep purses out of sight, away from the door
- A genuine representative will understand your concerns and will be willing to return when you have someone with you
- If you are asked to sign anything, always ask if you can have a copy to read first. If necessary, ask them to call back when you have read it. If they refuse to let you think it over, this should make you suspicious

Be vigilant and please report anything suspicious via the 101 or 0845 045 45 45 number if it is not an emergency. If someone does come to your door offering services please get as much detail as possible, a description of the person or persons and vehicle including registration if possible.

Please ensure you only do business with trustworthy tradesmen and women through the buy with confidence scheme, this is where you can find reputable tradesmen and women, all of which have been checked for trustworthiness by trading standards, and only once they have passed strict tests are they accepted onto the scheme.

For a choice of reliable local firms you can visit the 'Buy With Confidence' website at

<http://www.buywithconfidence.gov.uk/> (or call Consumer Direct on 08454 04 05 06)

<http://www.tradingstandards.gov.uk/> (For your free door stickers telephone 01962 833 620)

Anyone who suspects a rogue trader is on their doorstep should contact the police immediately on 999, or call Hampshire County Council Trading Standards Quick Response Team (QRT) on 01962 833666. The QRT can head immediately to a caller's home when alerted and intervene in cases of shoddy or overpriced work to protect residents from potentially handing over thousands of pounds.

Anyone with information that would lead to the arrest of any distraction burglar or rogue trader should ring the police on 101 or call Crimestoppers, the national charity, anonymously on 0800 555 111.

Crime Prevention Advice

- The key crime prevention message is: 'Not sure? Don't open the door'
- Check the identity of the caller by telephoning the company they are purporting to be from. Use the telephone numbers listed in your local directory or provided independently by your service provider.
- Check whether traders are members of the Local Authority Assured Trader Schemes (www.oft.gov.uk) or the Buy With Confidence scheme (www.buywithconfidence.gov.uk).
- Ask a neighbour or friend nearby to check out the caller before you open the door to them or agree to have work done. Some areas in the country have "nominated neighbour schemes" you can sign up to. Check with your local police to find out if there is one in your area.
- Never pay cash upfront.
- Get three written quotes before choosing a trader.
- If you suspect a rogue trader caller is at your door dial 999.



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Call Hampshire Constabulary on **101**
In an emergency always call **999**
Deaf? Non-emergency text **07781 480999**

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CRIMESTOPPERS
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