

December 2018

Consumer Alerts

Cold callers offering property repairs

Cold callers have been reported in the Thornton Cleveleys and Fleetwood areas offering jet washing of drives for £350. One resident reported the traders began putting product on the driveway to make them feel as if they had to enter into a contract.

Conservatory roof companies have been cold calling in the Fulwood area, aggressive pushy sales tactics have been reported by worried residents. You should never feel pushed into signing a contract or feel that you have no choice but to sign to get a salesman to leave.

Cold calling garden services in Chorley scammed a retired resident into paying over £4000 for work which is of poor quality and unfinished, leaving debris and rubbish.

Remember that if you have agreed to a contract in your own home and have second thoughts, you have 14 days to cancel.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Clitheroe door to door selling

A salesman has been visiting sheltered accommodation in Clitheroe at night when it is dark, coming to back doors and knocking, holding up a metal sign saying that he is deaf, and trying to sell £15

photographs from a file. While we have no information to suggest that this man is not telling the truth, we advise residents to be careful when they open their doors at night, and never to buy anything on the doorstep.

Beware bogus phone calls relating to library fines

A Lancashire resident was contacted out of the blue about overdue library charges. The caller claimed that the charges had been accrued by a family member, who had unfortunately died. Library services would never contact anyone in this way. If you do receive such a call, do not pass over any personal or banking information. Hang up and block the number if possible; - Contact your local library if you are concerned about overdue charges.

Phone provider scam

A resident in Nelson received a phone call claiming to be from her phone provider saying she had not paid her bill and her phone would be cut off if she did not make a payment, and asked for debit card details. This is a scam designed to make you panic, not giving you time to think. Always check independently with your service provider. Sometimes scam callers may not hang up, so your independent check may be back to the scammer. If suspicious, use another phone or wait before calling. .

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

