

**April 2019**

## **Consumer Alerts**

### **Beware Bogus Roofers**

As the better weather approaches, reports are being received throughout Lancashire of roofers cold calling offering to carry out repair work where no repair work is necessary or work is charged for that has not been carried out. Often these are jobs that you cannot do yourself and cannot check they have been carried out correctly or needed to be done in the first place. Traders often panic the householder into having work carried out.

**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](http://www.safetrader.org.uk)**

### **Fish Sellers Cold Calling**

Beware fish sellers cold calling in the Ramsbottom area. The salesmen can be very persuasive and householders end up buying more fish than they expected, sometimes paying over £200. Often the fish has defrosted and buyers are uncertain if it is OK to consume.

### **Door to door selling of household goods?**

Residents are warned that there have been a number of reports of cold callers selling dusters door to door in the Ribble Valley. Some older people have felt intimidated by these callers, who have been pushy on occasion. While it is not illegal to sell goods on the doorstep, Trading Standards

recommend that it is better to be safe than sorry, and that you should safeguard yourself by not purchasing goods this way.

### **Scam Ministry of Justice telephone call**

A retired lady in Accrington has been targeted by scam calls pretending to be from the Ministry of Justice. The caller addressed her by name and insisted that her husband overpaid on their mortgage, so a cheque for £3000 was waiting for her as soon as she paid the £150 fee (later called a tax) owing. She was initially asked for credit card details, when reluctant she was told she could put £150 on a supermarket voucher which would be collected the next day by a MOJ official. ..

### **Beware Letter offering to buy your house**

Residents in Fylde have received a letter from an individual claiming to be a cash buyer interested in buying their property. Whilst no adverse reports have been received, caution is advised. Quick Sale firms do exist who may offer to buy your house for cash. In some cases false property valuations can be made, the price can be reduced at the last minute or fees can be hidden. Do your research, shop around.

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