

September 2019

Consumer Alerts

Bogus Landscaping & Driveway work

An increased number of complaints throughout the County has been received in the last month from householders experiencing problems with landscaping and driveway work. Issues reported are of very poor quality work, increases in price, unfinished work and in one case the trader became threatening. Never feel pressured into agreeing to any work or paying money upfront. Best advice is to get recommendations from family and friends and use local known traders. Get three quotes, especially for bigger jobs, and always ensure you have a valid name and address for the trader before employing them.

Fish Sellers Cold Calling

Door to door fish sellers have been reported trading on the outskirts of Preston. The doorstep sellers begin by asking you what fish you like and lead you to believe you are buying a couple of packs of fish when in fact you may find you are expected to pay for a large amount of fish you do not want. Say no to cold callers, use local fishmongers or your known regular rounds man.

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

DVLA email scam

Be wary of an email scam claiming that your recent online car tax payment has failed. The email threatens the driver could be fined £1000 if they do not rectify the alleged issue immediately. The scam features DVLA branding and provides a link for the driver to enter their banking details.

The DVLA would never contact you by email or text. Drivers are reminded to only use the gov.uk website when dealing with car tax matters.

'Safe Account' Scam

Beware of receiving a phone call from someone claiming to be calling from your bank, or from police fraud investigators.

The bogus caller states there is an issue with the victim's bank account and advises them to move their money to a 'safe account'. The victim will often be told that bank staff are suspected of being involved in a fraud which deters them from seeking advice in their local branch. Often the victims have no reason to doubt the fraudsters as they appear to know the victims personal details. The fraudsters will urge victims to act quickly.

Your bank and the police will never ask you to transfer your money into a 'safe account'. If you receive such a phone call, end the call immediately.

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