



## Rogue Traders

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Follow this advice to protect you and your friends and family from rogue traders.

1. Never agree to have work carried out on your house or garden by anyone who knocks at your door.
2. Always check that the information provided in leaflets posted through your door is genuine for example check the address actually exists.
3. Don't feel pressurised into signing a contract and do not respond to scare tactics such as your roof/chimney is in a dangerous condition.
4. Always obtain at least three quotations before signing a contract and be specific about what work should be covered.
5. If you need household repairs or maintenance use a Buy With Confidence business via 08454 040506 or [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk). These businesses are audited and approved by Trading Standards.
6. Keep an eye on elderly, vulnerable neighbours, friends and family members and report any doorstep activity to Trading Standards via the helpline on 08454 040506.
7. Never pay money up front. If asked for a deposit, only agree to a small percentage of the full price.
8. Never let anyone into your property unless you have checked his or her identity. Keep the door chain on or shut the door while you check.
9. Don't be embarrassed or frightened if a doorstep/rogue trader has caught you out, Trading Standards can help.
10. Report any suspicious activity to Trading Standards via the helpline on 08454 040506 or to Essex Police on 101.