

# Consumer Alerts – September 2024

## Bogus health & safety survey

Residents in Lytham are warned after a householder was targeted by two men who cold called stating that urgent roofing work was required, and they could do this remedial work for £1500 cash. When the resident declined, the men said that they were in the area doing a health and safety survey relating to dangerous properties, and that they would be back the next week to see if they had changed their mind. They made out that they were official when they were discussing the survey but did not say where they were from.

## Beware aggressive cold callers

Residents are being warned about rogue traders cold calling around the Thornton Cleveleys area. In one case the traders cold called on a householder claiming they were contracted to do roofing work for the neighbour and would sort out some loose slates on the householder's roof cheaply, using left over slates. The traders were pushy and aggressive and offered to take the householder to the bank to get cash to pay for work done. The men also made threats to a neighbour who tried to help.

In another case cold callers advised a householder their roof would soon be leaking due to a small crack in their chimney, and again falsely said that they had been working on a neighbour's roof. The householder asked for some thinking time but was put under a lot of pressure to agree there and then by the very aggressive traders.

No paperwork was given, no legally required cancellation rights provided.

## Beware false claims on flyers

The Service has received a spate of complaints in relation to flyers for property maintenance work displaying logos to help give the impression of authenticity when this may not be the case. Claims that the trader belongs to an online trader platform, a trade association, or has the approval of the NHS or a local council should not be relied on. Always make your own independent checks with the organisation. Be wary of flyers, use local known traders, ask family and friends for recommendations.

## DVLA scam

Beware receiving an official looking email or text pretending to be from the DVLA claiming your car is not taxed and to click on a link. The link asks for payment and may also be designed to steal personal information. Be suspicious, the only place to access official information on DVLA and its services is [www.gov.uk](http://www.gov.uk). The DVLA will never ask for bank details over email and never sends text messages about vehicle tax or similar.

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 0808 223 1133.**

**For information on current scams see [www.facebook.com/StanleyDards/](https://www.facebook.com/StanleyDards/).**

**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).**



