

Doorstep Crime

# Don't Deal at the Door



London Trading Standards



**If in doubt,  
keep them out!**



# What is doorstep crime?

Doorstep callers are not always as genuine as they first appear. Some are criminals. These people knock on your door then lie, cheat and trick you into giving them money for work they say needs doing in your house or garden.

These callers may tell you that repairs need to be done to your home urgently. This work is often unnecessary, and prices charged are exorbitant.

The work they say needs to be done usually relates to property maintenance, such as roofing, guttering, driveways, general building work and gardening.

They will often find more and more work that needs to be carried out.

They may have put a card or leaflet through your letterbox advertising their services.

Some doorstep callers pretend to be somebody official, perhaps from a water or gas company or the council, saying that urgent work needs to be undertaken.

Other callers may try to sell you things, like security systems or mobility aids, or loft insulation.

With the recent massive increases in gas and electricity prices, there are more cold callers offering insulation, double glazing, solar panels and heat pumps. The message is the same - never deal with cold callers on your doorstep.

# Tips to help protect you:

- 1** Do not buy goods and services from traders who call uninvited at your home.
- 2** Consider fitting door chains so that you have that additional security when opening the door.
- 3** If you are expecting callers from a utility company or the council, set a password when you make the arrangements that the caller must give on arrival.
- 4** If anyone knocks on your door, please make sure you check their identification. Identity cards can be faked – phone the company independently to verify them.
- 5** If someone is persistent, ask them to call at another time and get a friend or family member to be with you.
- 6** Don't feel pressurised into agreeing to immediate work or buying a product or service.
- 7** Obtain three quotes and take your time to decide – don't be pressurised into making a decision.
- 8** Don't keep large amounts of money in your home and don't pay cash up front – ever. Also, do not offer to go and get money.
- 9** Ask what your cancellation rights are?
- 10** If you can, display a 'No Cold Calling' sticker outside your door. (See back page of this booklet for an example).
- 11** Remember, it's your home, there's no reason why anyone should ever enter your home against your wishes.
- 12** Always report any suspicious activity.

# Report the matter to

## Citizens Advice Consumer Service

0808 223 1133

[www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)

For some clear practical consumer advice or to report an incident by contacting Trading Standards via the Citizens Advice Consumer Services.

## Action Fraud

0300 123 2040

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Provide a central point of contact for information about fraud and financially motivated internet crime.

## Police

If the trader is on site and you feel threatened contact the Police on 999 or to report an incident after the event on 101.

## Trading Standards Doorstep Crime Number

Your local Trading Standards Service may have a dedicated doorstep crime number for you to call if the trader is on site or you need advice relating to a doorstep crime matter.

My local Trading Standards number is:





## Our advice?

Don't deal at the door,  
no matter how urgent it seems.

- 1 Ask a trusted friend or family member for advice on reputable traders.
- 2 Consider using a reputable Trader Approved Scheme.
- 3 Contact your local Trading Standards or go online to see if they have their own trader scheme.
- 4 Do your own research but do not always rely upon the information on platform sites - trades can pay to go to the top of the listings.
- 5 Reviews on trader sites may not always be genuine.
- 6 If undertaking gas work, are they a registered gas engineer, [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)
- 7 If undertaking electrical work, are they a registered electrician, [www.electricalcompetentperson.co.uk](http://www.electricalcompetentperson.co.uk)
- 8 Search any trade association websites if they claim to belong to one.

# Use this page to make notes if you have a suspicious doorstep caller

Date .....

Time .....

**Description of caller** (include height, build, ethnicity, age, hair colour, facial hair, any stand out features, what they were wearing, voice/accent)

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.....  
.....

**Vehicle details** (include make model and colour of vehicle and any names etc on a trade vehicle)

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.....  
.....

**Details of incident.**

.....  
.....  
.....

**What was said?**

.....  
.....  
.....

**How much was paid?**

.....

**How was it paid?**

.....

**Who was it paid to?**

.....

*Keep any paperwork you may have been given safe inside this booklet*



# Don't deal at the door, no matter how urgent it seems.

## Support Organisations

Age UK Advice Line - 0800 678 1602  
[www.ageuk.org.uk/services/age-uk-advice-line](http://www.ageuk.org.uk/services/age-uk-advice-line)

Victim Support - 08 08 16 89 111  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Find an approved trader

Buy with Confidence - 01392 383430  
[www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

TrustMark - 0333 555 1234  
[www.trustmark.org.uk](http://www.trustmark.org.uk)

Which Trusted Trader - 0117 456 6031  
[www.trustedtraders.which.co.uk](http://www.trustedtraders.which.co.uk)

Contact your local **Trading Standards** as they may have their own trader scheme.

The Consumer Protection from  
Unfair Trading Regulations 2008

# WARNING

**We do not deal with  
uninvited traders**

**PLEASE LEAVE  
AND  
DO NOT RETURN**

Failure to do so is a  
criminal offence



London Trading Standards

Display this notice, or contact your local  
Trading Standards team to receive your sticker.



**London Trading Standards**

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 @London\_T\_S  
 @lts\_londontradingstandards