

★ ★ ★

NOT WANTED



ROGUE TRADERS



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ISLINGTON

What do rogue traders look like?

Trading Standards often receive complaints about traders carrying out work that is:

- grossly overpriced
- unnecessary
- poorly done or not done at all

These traders usually, but not always, find work by cold calling. They may or may not have fancy vehicles and brochures, so looks aren't everything.

They often:

- start doing only a small job and later pretend that other bigger jobs also need doing
- become impossible to contact when things go wrong
- give false or no contact details



Your rights

You have 14 days cooling off period to cancel almost any contract which you enter into when a trader is at your home.

Traders have to give you a notice explaining this right. If they do not, they may be committing a criminal offence and should be reported to Trading Standards.

Traders should tell you who they are, and any paperwork they give you should state their name and address and the price of any work to be carried out.

Any work carried out should be completed with reasonable care and skill, and prices must not be grossly excessive.



Trading Standards advice

- Don't allow a cold caller to enter your home
- Don't agree to a cold caller carrying out work to any part of your property.
- Don't allow yourself to be pressurised into having work done or making payments immediately.
- Place our free "no cold callers" sticker on your front door to make it clear that you're not interested
- If you feel threatened, intimidated or harassed contact the police.
- If you're not sure about your rights or are concerned about work that you have had done, call the Citizens Advice Bureau for advice.



Choosing a trader

We would always recommend obtaining three quotes from reputable businesses before agreeing to anything.

We recommend using a trader approval schemes such as Trustmark, WHICH Trusted Traders, or Buy With Confidence.

TrustMark

0333 555 1234

www.trustmark.org.uk

WHICH Trusted Traders

0117 981 2931

www.trustedtraders.which.co.uk



Buy with Confidence

www.buywithconfidence.gov.uk

Useful contacts

Islington Council Trading Standards

trading.standards@islington.gov.uk

0207 527 7272

Citizens Advice Bureau – consumer advice helpline

(and to report a problem to Trading Standards)

03454 04 05 06

Islington Police

Non-emergency - 101; emergency - 999