

Consumer Alerts – January 2025

Bogus roofing work

If you are experiencing a leaking roof, do your research before employing a roofer. In one incident in East Lancashire a roofer began work after diagnosing the problem, then began to introduce other problems with the roof. The price escalated to £3000, further monies were obtained, the job was left unfinished, with poor workmanship and work paid for that had not been done.

High value household projects/builds

The Service is experiencing a spate of complaints about large home renovation/extension projects. Issues experienced range from the trader not returning to finish or rectify work, to large amounts of monies paid for partially completed work and the traders not returning and/or being uncontactable.

Such large-scale projects are a big investment for any household. Please do your research before choosing a trader. How long has the business been trading – if a Limited company look on Companies House online, are there any reviews online, can you look at previous works the business has carried out. Make sure you get a written quote upfront and be clear about when payments are due. Check with your local District Council if there are Planning or Building Control requirements.

Scam bank 'investigator'

A retiree in Chorley received several phone calls on their landline from a number they did not recognise. On answering, the caller stated he was an investigator for the bank which the

householder belonged to and he knew the name of. The caller stated the bank was having technical difficulties; therefore, the householder was required to withdraw £1,500 in cash out of their account to ensure the account was accessible. The householder was advised that once they had the money, they were to take it home and await further instructions. Fortunately, the bank prevented the withdrawal from taking place. The scam call came from a Berkshire area code.

Know your rights

When buying goods in a shop, you are not automatically entitled to a refund if you change your mind, unless the goods or services are not of satisfactory quality, not fit for purpose or not as described. Some shops do have their own return policies, so it is worth checking what these are before you buy.

When buying goods online, in most cases you have a cooling off period, a minimum of 14 days, which starts the day after you receive the order. Be aware you may be liable for the return costs.

If you have bought from a private individual, you may have far fewer rights. In fact, you have no legal right to a return, so long as the goods are 'as described'.

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

