

Consumer Alerts – February 2026

Beware bogus roofers in Preston

Traders offering to clean gutters cold called at a Preston householder who agreed to the work for £20. The traders then identified some broken and cracked roof tiles worrying the householder about possible water ingress. The householder agreed to their offer to carry out repair work, using spare roof tiles the householder had in storage. After 30 minutes the traders stated they had finished and demanded £1200.

Beware cold callers offering insulation services

A vulnerable householder in the Ribble Valley received such a visit, agreed to insulation being fitted in the attic space, and the work began within two days of it being agreed. The workers arrived without a ladder asking where the nearest stockist of insulation products would be. After a few hours of work immediate payment of £3000 was asked for.

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.

Do not deal with cold callers, get quotes, giving you time to think and to get other prices for the work. Remember, if you agree to a contract in your own home, you will have a 14 day right to cancel.

Cryptocurrency investment scam

The scam uses celebrity endorsements and persuasive advertising on Facebook to build trust and encourage an initial investment of £200. The investor is then

contacted by a trader via WhatsApp and persuaded to invest a substantially larger sum with the promise of early retirement. Despite warnings from the bank, one Lancashire victim transferred £30,000 to accounts provided by the trader who they had built a rapport with. The trader is now uncontactable, and the company appears to have no legitimate presence.

Be cautious of investment opportunities advertised on social media or endorsed by celebrities, they can often be fake. Never transfer money based on pressure or promises of quick wealth. Check if the firm is authorised by the Financial Conduct Authority (FCA).

Amazon pass-code scam

Beware receiving a phone call alleging to be from Amazon, claiming there is suspicious activity on your account, including high value purchases being made from it. The scammer, who probably already has your email address and mobile number, perhaps from a previous data breach, will have already tried to access your Amazon account. Accessing your account from a new device triggers a legitimate text or email from Amazon containing a passcode. The caller will ask for this passcode, giving them the final piece of information they need to access your account.

Be suspicious if receiving such a call, the number could be spoofed, impersonating a legitimate Amazon contact number. Never share any passcode provided.

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

