

Consumer Alerts – November 2024

Bogus roofing cold callers

Beware cold callers knocking on doors in the **Skelmersdale** area offering to carry out roofing work. The traders did some work on one householder's roof and asked for £1500 cash. They returned, at a later date, asking for another £6000 claiming the first payment was only for materials. The traders were abusive and threatened the householder and a carer. The cold callers were described as men of large build with Irish accents, they didn't provide any paperwork or cancellation notices.

Beware cold callers in the **Aughton** area alleging there is a problem with householder's roofs which they can fix. When householders refused the traders tried to charge them £150 for jet washing their drives which they were doing without agreement and with cars still on the drives.

Residents are being warned about traders cold calling around the **Thornton Cleveleys** area. The traders were driving a bronze estate car, make unknown. In one instance they claimed they were contracted to do roofing work for the resident's neighbour and would sort out some loose slates on the resident's roof cheaply using left over slates. The traders are 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.

Do not deal with cold callers even if they insist you need emergency repairs urgently. 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.

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.

Scam winter heating subsidy text

Beware receiving a scam text claiming to be from the 'Winter Heating Subsidy Office' alleging that, although the Government has reduced the number of people receiving winter heating bill subsidies, you have obtained the qualification to apply and can do so via the link in the email. This is a phishing scam seeking personal identity details. Do not click on the link.

Information regarding eligibility for the Winter Fuel Payment can be found on Gov.uk website or by ringing the Winter Fuel Payment Centre on 0800 731 0160.

Scam texts can be reported, for free, to the National Cyber Security Centre by forwarding it to 7726.

Fake universal credit App

Beware downloading a Universal Credit App claiming to let users manage their accounts. It is understood that no such official government App exists, and users may be at risk of giving away personal information. Only use the DWP Universal Credit Website

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

