

Contact Details

- Citizens Advice Consumer Service: **0845 4040506**
- Via Trading Standards **01635 519930** or **tsadvice@westberks.gov.uk**
- Information on the Buy with Confidence scheme is on the West Berkshire Council website: **www.westberks.gov.uk** and also at **www.buywithconfidence.gov.uk**
- Police non-emergency telephone number **101**.

Group presentations can be provided by Trading Standards to organisations/clubs at West Berkshire and Wokingham Council Offices.

Rogue Traders



Remember to:

- Use a door chain
- Check ID
- Do not let cold callers into your property.

- We can assist with setting up No Cold Calling Zones
- We operate a 'Buy With Confidence Scheme' which can provide you with a list of traders approved by Trading Standards



Common signs of rogue traders:

- Cold calling – saying working in area or point out problems with your property
- Always want to do the job straight away - no waiting list
- Materials to hand - often on the van or in the vicinity
- Generally request cash payments
- No Contracts given before work commences
- No cancellation rights
- Sometimes a traders mobile phone number only is provided and limited company contact details or accommodation address used



If you suspect you or someone you know is in danger of becoming a victim:

- Call the Police or Trading Standards for advice.
- Try to ensure that you take as much detail about the traders as possible including descriptions.
- Try to identify any vehicles used by the trader.
- If there is a crime in progress call the Police on 999

Unsolicited telephone and mail

If you are concerned about unwanted telephone calls or mail contact the **Preference Service Helpline**.

To register please telephone **0845 703 4599** or email tps@dma.org.uk or write to

Telephone Preference Service (TPS)
DMA House
70 Margaret Street
London
WIW 8SS

