

Cold Calling Alert – Telephone cold calls regarding ‘loft insulation’ – 17 September 2020

We are warning residents about telephone cold calls regarding loft insulation.

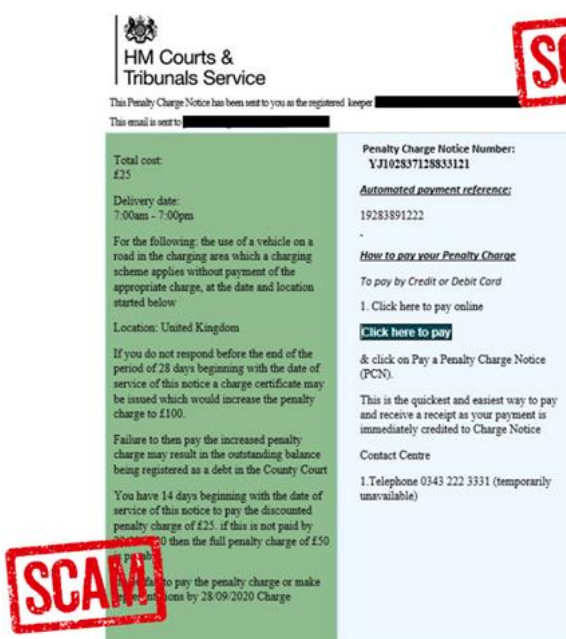
This follows a report from a Norfolk resident who received a call this week during which the cold caller asked various questions about the property's insulation and made various references to ‘Government grants’ and ‘green schemes’. The caller then attempted to make an appointment for a ‘surveyor’ to visit.

Our advice is always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details or agree to someone visiting your home if approached in this manner.

If you need advice about cold calling or have agreed to a visit during a cold call, contact us through our partners the Citizens Advice consumer helpline on **freephone** 0808 223 1133.

Scam Alert – Emails claiming to be from the ‘HM Courts & Tribunals Service’ about an unpaid ‘Penalty Charge Notice’ – 16 September 2020

We are warning residents about emails circulating claiming to be from the HM Courts & Tribunals Service after receiving a number of reports this week.



The email claims the recipient has driven on a road that has a charging scheme and as such a penalty is payable, however the email does not give details of the vehicle, the location, nor the date or time of the incident.

These emails are **not genuine**. If you receive the same or a similar email, do not click the link. This is a phishing scam designed to steal your personal information and money. There is likely to be a number of variations of this email in circulation.

If you receive this, or a similar email, forward it to report@phishing.gov.uk

Rogue Trader Alert – Doorstep cold callers offering ‘garden work’ – 15 September 2020

We are warning residents to be on their guard after receiving reports of two men cold calling in the Sprowston area offering ‘garden work’.

This follows an incident where an elderly resident paid £120 to two cold callers who then did a few minutes' work, which was completed to a very poor standard, before they were seen to leave in a grey Citroen van.

Our advice is **never** deal with cold callers looking to do work on or around your property.

It is possible these rogue traders could move on to other areas around Norwich and Norfolk.

Anyone concerned about possible rogue trader activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline on **freephone** 0808 223 1133.

Looking for a Trader you can Trust? Try a Norfolk Trusted Trader. To search our directory and read feedback from their customers visit www.norfolk.gov.uk/trustedtrader

Could your community help stop doorstep cold callers from targeting vulnerable people by becoming a No Cold Calling Zone? To find out more about the scheme or to apply visit www.norfolk.gov.uk/nccz

Cold Calling Alert – Doorstep Cold Callers offering ‘green energy products’ – 14 September 2020

We are warning residents to be on their guard after receiving reports of doorstep cold callers in the Salhouse area.

In the incident a resident received a doorstep cold call from a man who stated that ‘the Government wants to cut carbon emissions down to zero’. At this point the resident asked the cold caller to leave their property and reported the cold call to us.

Our advice is always be very wary of claims made by doorstep cold callers and **never** give access to your property, agree to services, buy items or for return visits if approached in this manner.

Anyone concerned about doorstep cold calling in Norfolk can contact us through our partners the Citizens Advice consumer helpline on **freephone** 0808 223 1133.

Rogue Trader Alert – Online adverts looking for traders to undertake work on properties – 11 September 2020

We are warning residents to be on their guard after a Gorleston resident was scammed for £1,400 by a rogue trader.

The resident reported that after posting an advert online stating they required roofing work, they received a phone call from a man who falsely claimed to represent a genuine out of county business.

Three males subsequently arrived in a white van and quoted £200 for the work.

Having gained access to the roof, the men then claimed there was rot present which meant the price would increase to £1,400. The men were very persistent when demanding payment, stating it required a cash payment up front, even suggested they could take the resident to the bank to withdraw cash.

It is possible these rogue traders could move on to other areas around Norfolk and also be responding to other online requests for work.

Our advice is always think #CHECK when choosing a trader or business to do work on your home

Thinking of home improvements?

Make sure you #CHECK

Compare

Use Norfolk Trusted Trader and get three quotes.



History

Ask for the traders' references, recommendations and reviews and make sure you check them out.



Establish the details

What is being done, by **Who**, by **When** and for **How much**? Remember that a quote is more binding than an estimate.



Contract

Ensure everything is recorded including work and payment schedules and the paperwork contains the traders correct name and address.



Keep all of the paperwork

This may be needed should anything go wrong.



Need more advice?

www.citizensadvice.org.uk/consumer



 **Norfolk** County Council
Trading Standards

1012 CB 5/17