

## Sent By

Trading Standards Advice and Education  
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(308115 LPm)

## Message

Incident Date

23.03.2011

Area

Lyminge

Target

Householders

Description of People/Vehicles Involved

2 males driving a silver transit van with large roof ladders. 1st male was the older of the two and wore jeans & a blue jumper, thick set build, black hair with some grey, brushed back with a centre parting, strong Kentish accent. 2nd trader was younger with very short reddish-brown hair, wearing a vest t-shirt.

Description of Incident

The two males approached an elderly consumer at her doorstep trying to persuade her that they had carried out some work for her last year and had returned to carry out some repairs to her garage and guttering as arranged.

These men would not quote for the work and did not give any paperwork or cancellation notice, just a small business card. The consumer reluctantly agreed to some garage repairs which the traders charged £300.00 cash for. Fortunately a friend of the consumer turned up at the property and intervened persuading the trader to accept £50.00 cash (to get them to leave) & a £250.00 cheque.

The men later returned to the property after the friend had left and the consumer was alone again. A KCC Community Warden was in attendance this time assisting the consumer but it is believed that the traders were trying to obtain more money from the consumer.

What action should be taken (please indicate whether or not a response is requested and include clear contact details where appropriate)

Kent Trading Standards advise consumers to be wary when dealing with callers at their door. Consider carefully whether you do want the goods or services offered.

In most cases if you agree to buy anything costing over £35 from a trader at your door, the law gives you a 7 day "cooling off" period to change your mind. The trader must give you a written cancellation notice if you agree to have any work done. Failure to give this notice is a crime.

If you are considering work in or on your property it is always best to get at least a couple of quotes from traders. You can find reputable traders on the "Buy With Confidence" good trader scheme run by us. Our officers vet all traders on the scheme for trustworthiness and to ensure they comply with consumer protection laws. Or, ask for recommendations from friends or family.

To report any concerns you have or for details of Buy With Confidence traders call Trading Standards via Consumer Direct on 08454 04 05 06. You can also visit [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk) for a list of traders.

Expiry Date

30 March 2011

*The normal period for validity of messages will be seven days*

## Distribution

Messages are not confidential and can be used for public distribution

Signed

Louise Parkinson

Date

24.03.2011

