

Kent TS Alert Incident

Sent By

Trading Standards Advice and Education
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305897(MEN) m

Message

Incident Date

7/3/11

Area

Tonbridge and Hildenborough

Target

House holders

Description of People/Vehicles Involved

Various

Description of Incident

Kent Trading Standards have become aware of extensive recent activity in the Tonbridge and Hildenborough area by businesses cold calling and offering to do home repairs and improvements, typically involving drives, paths, cladding and other work to the outside of properties. It is apparent that consumers have not been given required notice of their legal cancellation rights or proper notice of who they are dealing with. There is also cause to doubt the necessity of the work that has been claimed to be required.

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

If house holders have recently had or agreed to such work being done as the result of a cold call at the door or via a leaflet recently posted at their home Kent Trading Standards would like to know about what has happened. Please contact us via Consumer Direct on the telephone number below.

Kent Trading Standards advise consumers to be extremely wary when dealing with traders at their door. Consider carefully whether you do actually need or 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 for a list of traders.

Expiry Date

24/3/11

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Mark Norfolk

Date

17/3/11