

Trading **ALERT!** Standards



Roofing work warning Don't deal at the door!

Bromley Trading Standards has seen a recent spike in reports of cold callers offering roofing work, with some referring to work claimed to be needed on the residents' chimney stacks.



Residents are reminded not to deal with doorstep callers where they risk being substantially overcharged. Sometimes, a doorstep trader will only do a fraction of what was quoted, leaving residents with an incomplete job.

Trading Standards Advice

DON'T:

- Don't contact traders via leaflets that are delivered through the door – without making thorough checks beforehand
- Don't pay large sums of money in advance – schedule payment as works progress
- Don't be rushed into deciding – seek advice first from someone you trust

DO:

- Do get a minimum of 3 written quotes – prepare a clear detailed brief beforehand
- Do seek references, read reliable reviews, ask to visit previous jobs
- Do check directly with any reputable organisation named or whose logo is shown on a leaflet/website to make sure the trader is affiliated – if not, report to [Bromley Trading Standards](#)
- Do get a contract in writing before works commence. Check the T&C's. You should be entitled to a 14-day cooling off period – with full written cancellation information and not just a mention on a leaflet or a tick box to say you agree
- Do check and verify a trader's insurance

If you, a neighbour, or someone you know is being affected by rogue traders, please contact our **Rapid Response line** on **07903 852090**.

Find a reputable roofer on [Trading Standards Checked](#).

Report & Further Information

For help and advice, and to report, Contact Citizens Advice on **0808 223 1133** or on the [Citizens Advice website](#)

You can also visit [Rogue traders and scams \(bromley.gov.uk\)](#)

Bromley Trading Standards

To keep up with the latest scam alerts and warnings from Bromley Trading Standards sign up on www.bromley.gov.uk/ScamAlertSignUpForm.

Bromley Trading Standards also run a fair-trader directory to help you find a safe, reliable trader that you can trust. Visit www.bromley.gov.uk/tradingstandardschecked to learn more.

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