

TS Alert Information

Sent By

Trading Standards Advice and Education
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(GP/335047m)

Message

Kent County Council Trading Standards has received a report of 2 men knocking on doors in Riding Park, Hildenborough, claiming to be carrying out checks on roof insulation, "working in conjunction with the council". One of the men claimed to be a trainee building surveyor. Neither carried any identification. Suspicion was further aroused when a resident noticed they did not even have a ladder.

There are no insulation companies working with Tonbridge and Malling Borough Council currently. However, if homeowners would like help or information, they should contact the Energy Savings Trust who offer advice on home insulation. Energy Trust can be contacted on free phone 0800 512012 or by using their website www.energysavingtrust.org.uk

Kent Trading Standards advise consumers to be wary when dealing with traders at their door. Consider carefully whether you do want the goods or services offered and do not let traders enter your home without at least checking their identification.

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 0808 156 2256. You can also visit www.buywithconfidence.gov.uk for a list of traders.

Expiry Date

30/1/12

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Gillian Powell

Date

23/1/2012