

Doorstep Scams

As lockdown restrictions ease, rogue traders might step up their operations. Doorstep scammers mainly operate during the summer months and go to great lengths to look legitimate.

what do doorstep scammers say?

The most common types of work that doorstep scammers carry out are roofing, driveways and gardening. They may tell you that:



We're offering a special deal on driveways / gardening / roofing / maintenance - it's only available today so you'll need to make a decision now.

We've noticed that your roof needs some urgent repair work. We can start work on it straight away - we'll just need you to pay a deposit so that we can buy materials.



We've just completed some maintenance work for your neighbours - they were really happy with our work. We're a local company - here's our new leaflet.

I work for an energy company and it looks like your solar panels aren't safe. They probably need to be replaced - I can offer you a special deal.



We have these gardening materials left over from another job. We can give you a good discount on them - can you pay in cash?

how can I avoid doorstep scams?

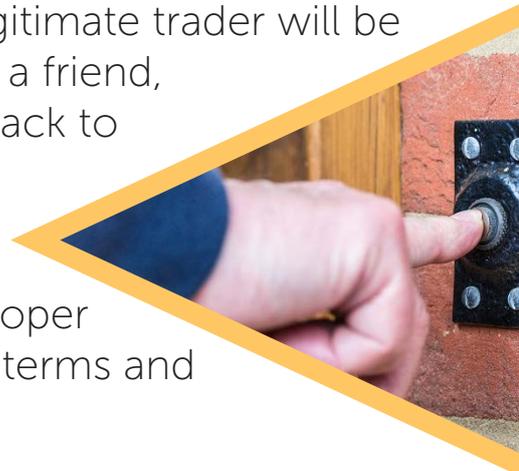
Don't feel obliged to answer the door to a cold caller – it is your home and you should not let anyone in unless you feel comfortable.

Take time to think before making a decision. Any legitimate trader will be happy to return at a later date – you may want to ask a friend, neighbour or relative to be with you when they call back to give a second opinion.

Don't let an uninvited trader start work straight away. Never hand over any money without seeing proper paperwork and making sure that you understand the terms and conditions, including cancellation rights.

Get at least 3 quotes from trusted companies before having any work done in or around your property. Find traders who have been vetted by Trading Standards through a local approved trader scheme at www.approvedtrader.scot.

Verify that the person is genuine and take a note of the company's details. ID cards can be faked – close the door and, rather than phoning the number on the trader's ID card, look up the company's number on their official website or in an official phone directory to check their identity. Legitimate traders will be happy to wait while you perform these checks.



what should I do if I'm visited by a rogue trader?

Report any suspicious behaviour to **Police Scotland** on **101**, or **999** in an emergency.

If you have concerns about a purchase that you have made, contact **Advice Direct Scotland** on **0808 164 6000**.

Sign up to the **Neighbourhood Watch Scotland Alert system** to receive timely alerts about local crime prevention and safety issues: www.neighbourhoodwatchscotland.co.uk



Find more information and advice on doorstep scams:

Advice Direct Scotland - www.consumeradvice.scot

Police Scotland - www.scotland.police.uk/keep-safe

Trading Standards Scotland - www.tsscot.co.uk

Trusted Trader Schemes - www.approvedtrader.scot

