

scam

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spotlight on...

Council Impersonation Scams

Cold callers who claim to work for or on behalf of the local council. They may offer to carry out maintenance work or inspect household appliances. In some cases they will say you are eligible to receive a grant from the council, or a refund on Council Tax.



Common Scams



I work for the local council and our records show you are owed money as you have overpaid on your Council Tax. Confirm your bank details so we can process the payment...

I'm working on behalf of the council to carry out repairs. It looks like your roof needs urgent work done - the council will cover most of the costs but you'll need to pay £200 for materials. I'll be back tomorrow to do the work...



We're carrying out free boiler inspections for the council. Did you know you might be eligible for a government grant for a new boiler? I'll just need to take your details and a £500 refundable deposit...



I've been contracted by the local council to do painting work on council properties - I also have funding to do work for owner occupiers. I'll just need a small deposit up front...



I've been sent by the local council to check all electrical appliances in every room of the house...



Avoid Council Impersonation Scams

- Verify the identity of any cold caller who says they are working for or with the local council

Doorstep: Ask cold callers to wait and close the door while you phone the council to verify their identity. Genuine callers will be happy to wait while you do this.

Phone: Hang up, clear the line and call the council using a publicly listed number to verify that the call was genuine.

- Councils will NEVER call unexpectedly and ask for bank details. Official information about Council Tax will come in writing

If you are eligible for a council tax reduction you will not receive an unsolicited call or email about it. You can check your eligibility at www.checkmycounciltax.scot or by calling 0800 085 7145

- Don't give any details to a cold caller or agree to make a payment on the spot

If a cold caller says you are eligible for a grant or funding for products such as boilers, insulation, heating or windows, verify that the offer is valid before agreeing to any deal. You can do this by calling Home Energy Scotland on 0808 808 2282 or visiting homeenergyscotland.org.

- Find trusted traders - don't deal with cold callers

If you need to call a trader to carry out maintenance or repair work, find someone who has been vetted through a national or local authority approved trader scheme at <https://approvedtrader.scot>

- Report council impersonation scams

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 or via scamwatch.scot

Find out more:

www.tsscot.co.uk/scamshare

