

## October 2019

### Beware cold callers offering driveway cleaning

Complaints have been received regarding cold callers offering to jet wash driveways and remove moss. In one instance an elderly lady paid £500 up front, but when the job was finished the trader became aggressive, demanded £3000 and drove her to the bank. Often such cold callers provide professional looking flyers, will wear logo'd clothing and will initially come across as reputable and believable.

Say no to cold callers, never feel pressured into agreeing to any work. If your drive does need attention, ask the advice of a known, local reputable trader.

**Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

### Green Deal Grants - be alert

Green Deal grants for affordable warmth measures may be available to residents in their homes, depending on eligibility criteria. Trading Standards have recently received enquiries from the Hyndburn, Burnley and Fylde areas of Lancashire about the legitimacy of such free offers.

Never feel rushed into agreeing to have work done. Do your research, ensure you have the name and address details of the trader, where possible check the business online, check reviews on line, and make sure the trader does have an association with any logos and claims made in their advertising. Make sure the product they are offering is right for you and your

property. Sometimes services can be free, sometimes you may need to contribute – make sure you are aware of any additional costs and that the price is made clear at the start.

The Green Deal ORB is responsible for maintaining a register of all authorised Green Deal Providers, Certification Bodies, Assessors and Installers, [www.gdorb.decc.gov.uk](http://www.gdorb.decc.gov.uk).

### Fake EE email

Beware receiving an email from EE asking for your payment details, it is a scam. The message states there is an issue with the direct debit instructions of your EE account and asks you to verify the details.

Be suspicious if you receive any emails asking for personal details. Check independently with your service provider. Often scam emails will contain grammatical errors. Check the address the email is sent from, often the address has nothing to do with the company it is purporting to be from.

### Scam Tesco text

If you receive a text from Tesco saying that you have won an iphone, beware, it is a scam, do not click on the link. A supermarket will never randomly contact you for information in exchange for a prize. Never click on any links and never give your personal details.

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06**