

Doorstep Crime Trading Standards request

Alert 2.5

13th July 2021

Bromley Trading Standards has responded rapidly to incidents in Penge and Beckenham where exorbitant prices have been quoted for roofing work. We are also investigating claims made by the trader that the roofs are unsafe.

Following a neighbour's intervention, we ensured one householder did not pay, whilst the other case is ongoing.

Trading Standards is asking for any information regarding **Surefix Roofing and Construction** giving a London N13 address which is suspected to be false.

Please contact our Rapid Response line on 07903 852090, if you are affected, or through the Citizens Advice consumer helpline on 0808 223 1133.

Remember, dealing with doorstep cold callers, or responding to a leaflet without following our advice below risks: shoddy work, a fraction of what was quoted being done, having no recourse, and being substantially overcharged.

Trading Standards advise that residents:

Don't deal with doorstep callers

Don't contact traders from the leaflets that are delivered – without making thorough checks beforehand

Don't pay large sums of money in advance – schedule payment as works progress

Don't be rushed into making a decision

Do get a minimum of **3 written quotes** – be specific and have a clear detailed brief prepared

Do seek references, read reliable reviews, ask to visit previous jobs, and check directly with any reputable organisation named or who's logo is shown on a leaflet/website to make sure the trader is affiliated

Do get a contract in writing **before** works commence: You are entitled to a 14 day cooling off period

More detailed guidance can be found on Citizens Advice and Trustmark websites:

[Before you get building work done - Citizens Advice](#)

[Tips to hire a reputable tradesman \(trustmark.org.uk\)](https://trustmark.org.uk)

If you think you have been involved in a doorstep scam:

- **Call** the Police on 999 if you are in immediate danger
- **Contact** Trading Standards Rapid Response on **07903 852090**
- **Contact** your bank as soon as possible, especially if you have lost money or given your bank details.
- **Tell** someone you trust so they can help you to get the help you need
- **Call** Citizens Advice if you need advice and guidance **0808 223 1133**
- **Report** to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk
- **Visit** www.Bromley.gov.uk/scams - where you can sign up to receive the Trading Standards Alert! direct to your inbox



We are proud to be supporting Friends Against Scams - make sure you are scam aware, by completing the online awareness session at www.FriendsAgainstScams.org.uk/elearning/bromley

Please share with family, friends, neighbours, colleagues & clients

Read it. Share it. Prevent it

REPORT

Protect others by reporting incidents.

If you or anyone you know have been affected by fraud or any scam report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

If you have given out your bank details, contact your bank as soon as possible.

You can also visit www.Bromley.gov.uk/scams