

## Doorstep Crime Garden & tree services

Alert 3.2

26<sup>th</sup> October 2021

**Bromley Trading Standards** is reminding residents to be wary of engaging the services of a trader via a leaflet or card through the door.

We are aware that residents are receiving flyers similar to the one pictured, offering tree care and garden services, which may be appealing with the autumn leaves falling but 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. The RHS has some good advice too [Hiring gardeners and contractors / RHS Gardening](#)

If you or someone you know are affected, please contact our **Rapid Response line on 07903 852090**, or **Citizens Advice** consumer helpline on **0808 223 1133**.



### Trading Standards advise that residents:

**Don't** contact traders via leaflets that are delivered through the door – *without* making thorough checks beforehand

**Don't** deal with doorstep callers

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

**Don't** *assume* rubbish removal is included

**Don't** be rushed into making a decision – seek advice first from someone you trust.

**Do** get a minimum of **3 written quotes** – prepare a clear detailed brief beforehand

**Do** seek references, read reliable reviews, ask to visit previous jobs

**Do** 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. Check the T & C's. You are entitled to a 14-day cooling off period

**Do** check and verify a trader's insurance

Take a look at the Trustmark website:  
[TrustMark's Top Tips For Finding A Trustworthy Tradesperson](#)