

Advice for Householders Regarding Doorstep Sales

We all know of honest and genuine traders that sell door to door, e.g. cosmetic salespersons. These are often members of the Direct Selling Association.

However, the Police and Trading Standards often receive complaints about uninvited doorstep traders in the home improvement sector such as builders, gardeners and tarmac gangs. Concerns that have been reported to us relate to where:

- The trader points out problems that don't exist or finds additional problems after work has commenced.
- The trader tells you the price is only available if you agree straight away.
- There are substantial price increases from the original price quoted.
- They tell you that they have left over materials from a previous job
- The work is poor or incomplete - you will then need to pay another trader to put it right.
- They use intimidating or extremely persuasive sales tactics.
- The trader fails to provide you with your cancellation rights and the work is often started immediately before you change your mind.
- The trader expects only cash payment and may offer to take you to your bank to withdraw the money.

What should I do if faced with this kind of trading activity:

- Call West Berkshire Trading Standards on 01635 519930.
- If you are suspicious that the person may be intent on burglary or they become threatening dial 999 and ask for the Police.
- Fit a security chain to your door and do not let them into your home.
- If you do need the work done we would recommend that you get 3 quotes from local reputable traders. Where possible seek recommendations from friends and family.
- Look out for more vulnerable members of your community and notify Trading Standards if you have concerns.

To contact West Berkshire Council's Trading Standards Service

Telephone: 01635 519930

Email: tsadvice@westberks.gov.uk

Council Offices, Market Street, Newbury RG14 5LD.