



Who's That Knocking At My Door?

This leaflet has been put together to help local communities force doorstep scammers to **QUIT**

The aim of this **No Cold Calling** leaflet is to help local residents and communities across Scotland to have the confidence to make uninvited salespeople **QUIT** and to warn rogue traders and cold callers that they are not welcome.

Q

Get at least three **Quotes** from trusted sources before agreeing to have any work done

U

Make sure that you **Understand** what is being agreed and that the trader has given you written terms and conditions

I

Check the trader's **ID** - phone a published number from the internet or directory rather than the number on their card

T

Take plenty of **Time** to make a decision and get a second opinion from someone you trust

Local Trading Standards teams work closely with Police Scotland to help prevent doorstep crime and investigate incidents that are reported. They carry out joint patrols, **checking trader identifications** and ensuring that property maintenance work which is ongoing has been **properly agreed** and the **correct paperwork** issued.

Police Scotland: **101**

Advice Direct Scotland: **0808 164 6000**

The **No Cold Calling Scheme** simply reinforces good practice and those who correctly follow the National Cold Calling Protocol will not be prevented from doing their work.

The **key principles** of the protocol are that organisations that make personal calls on people at their homes are required to:

Make **pre-arranged appointments** where possible

Provide **identity cards** and offer you the opportunity to check their identity

Explain the **purpose** of the visit

Be willing to **call back** at a later date and time if you so request

We also promote the use of "No Doorstep Callers" window or door stickers:

If you prominently display one of these stickers at your property, a cold caller may be committing a **criminal offence** under the **Consumer Protection from Unfair Trading Regulations 2008** by knocking on your door and could be prosecuted.



You can request a free door sticker from your local Trading Standards office or from Trading Standards Scotland.





Know Your Legal Rights

Cold calling is not illegal. However, many cold callers who offer to sell you goods or services may commit criminal offences by failing to adhere to **consumer protection legislation**, including the **Consumer Rights Act 2015** and the **Consumer Protection from Unfair Trading Regulations 2008**.

Buying products or services on the doorstep from someone you don't know or a company that you don't recognise can be risky. **You probably won't be able to contact the trader if something goes wrong with the product or service.**

For advice on consumer issues contact **Advice Direct Scotland** on **0808 164 6000**

Your Consumer Rights

- Goods must be of **satisfactory quality** and **as described**
- Services must be carried out with **reasonable skill and care** and within a **reasonable time**
- If not agreed in advance, **charges must be reasonable**
- Traders must not use **misleading and aggressive practices**



Know Your Legal Rights

Your Right to Cancel

Any cold callers who offer to sell you goods or services that cost more than **£42** must provide you with written cancellation rights of **14 days**. You may have rights under the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**.

Anyone who fails to give this notice will also be committing a criminal offence, which Trading Standards will investigate.

Unfair Contracts

There are **specific laws** about door-to-door sales which require many to give a **'cooling-off' period**. Bogus tradesmen will offer none of these, and even if they do, you can be sure their 'guarantee' will not be honoured.

Remember

It's your home. Don't feel obliged to answer the door or let anyone in if you don't feel comfortable



Unsolicited Callers

Rogue Traders

Offer **overpriced or substandard** home maintenance or improvements such as window/gutter cleaning, path and driveway repairs, roofing or building work, gardening and tree lopping.

They often say that the work is urgent and normally ask for **immediate payment**, even offering to go to the bank with you if you don't have cash to hand.

Bogus Traders

Try to **get into your home** or **obtain personal details** by pretending to be someone from organisations such as the council, police, market researchers or utility and phone companies.

Know What to Look Out For



Pressure Selling

Scammers can be charming and **appear sincere**, eliciting sympathy or gratitude. They use their personal skills to make people feel **obliged** to buy goods and services.

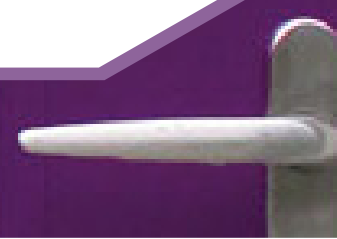
Leaflets

If you receive leaflets through your door offering **home improvement services** such as window/gutter cleaning, path and driveway repairs, roofing or building work or gardening, consider the following and if in doubt, **BIN IT**:

- Is the company **local**?
- Do they provide a **proper address**?
- Are they advertising **special, limited time offers**?

Protect Your Community from Rogue Traders

Police Scotland has a '**Nominated Neighbour Scheme**;' which can assist those who prefer not to answer the door to people they don't know. Find out more from your local Community Policing Team by calling **101**.





Recognise Legitimate Callers

Legitimate callers won't mind being challenged and will expect you to ask for ID. **Take the ID card** and advise your caller that you will be making checks to satisfy yourself that they are genuine.

Close the door on your caller while you make your checks. Rather than rely on the phone number on the card, **make your own checks** with the organisation they claim to be representing (contact numbers are generally on your bill). This may take time, but **genuine traders won't mind waiting**.

Be Aware

An ID card may not be proof that your caller is genuine. It can be very easy to make an ID card on a computer

Callers With an Appointment

When you are expecting a caller, if you don't feel comfortable, try to have a **family member or friend** with you. They can check the **authenticity of the caller** and **telephone the organisation** if required.

Recognise Legitimate Callers



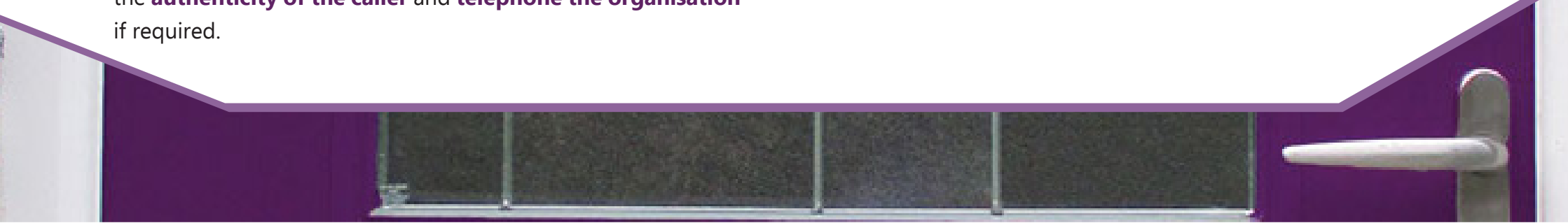
Utility Companies

The most likely people to visit your home unannounced are utility companies to **read a meter**. Most of these companies operate a **password scheme** allowing you to register a password - check with your suppliers to arrange a password that will be used when they visit your home. Once you have registered your password, any caller from the company should be asked to provide the password **before being given access to your property**.

If they cannot provide the password, they are not from the utility company and should be **told to leave**. You should be able to find the details for registering a password on utility bills. If you cannot find the details call the customer service number and ask about their password scheme.

Charity Collectors

Legitimate charity collectors should be able to **satisfactorily identify themselves**. Some charities ask for donations to be left for collection - usually they will leave a bag or a leaflet and then return to collect items.





Dos and Don'ts

Do...

- Shop around and get at least **3 written quotes** for the work you want done
- Read the **small print** of any contract and make sure that you know what your **cancellation rights** are. If you don't understand it, don't sign it.
- Ensure that you have the trader's **business name and address**
- Be wary of **special offers, discounts or deals** which are only available **on that day**
- Talk to someone you trust for a **second opinion**: it could be a family member or your local Trading Standards office

Don't...

- Agree to anything until you've had **time to think** and are happy with the **work to be carried out** and the **price**
- Believe a cold caller's **scare stories or warnings** about the condition of any part of your home - they are rarely true
- Believe that genuine companies have lots of **left-over products** or **cancelled orders**
- Pay for any work or materials **in advance** or agree to go to the bank with the trader
- Feel pressured into allowing a trader to start work **straight away**
- Answer the door or **allow anyone to enter your home** if you're not sure or feel suspicious for any reason

Avoid Doorstep Scams



Trusted Trader Schemes

Your local authority might run a **Trusted Trader scheme**, listing local businesses who have been vetted and who have made a commitment to treat their customers fairly.

Find trusted traders at www.approvedtrader.scot

Find your local Trading Standards office at:
www.tsscotland.co.uk/consumer-advice/local-advice

Neighbourhood Watch Alerts

Sign up to the **Neighbourhood Watch Alert system** to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland. For example, if there are known doorstep scammers going around your area, you will be alerted.

Sign up at www.neighbourhoodwatchscotland.co.uk

If you have any suspicions about a cold caller they will more than likely continue knocking on doors in your neighbourhood until they find someone who may be vulnerable. **If we don't know about them we can't do anything.** So, if someone suspicious does call at your door, always **REPORT IT** and **call Police Scotland on 101** to help safeguard your community.



Together We Can Force Suspicious Cold Callers to QUIT

If someone suspicious calls at your door, contact
Police Scotland on **101**

If you have issues with goods or services you have
purchased from a cold caller, contact
Advice Direct Scotland on **0808 164 6000**

www.tsscot.co.uk

**Trading
Standards
Scotland**