

Staying safe on the doorstep

ROGUE TRADERS

These are dishonest tradespeople who often turn up unannounced. They may leaflet an area before making doorstep calls and often offer roofing, gardening and handyperson jobs. The work may be unnecessary, done to a poor standard and overpriced.

Remember

- Obtain 3 written quotes before choosing a trader.
- Don't pay any money upfront, particularly in cash.
- Only pay for work once it has been completed and you are satisfied with the job.

BOGUS CALLERS

These are people who try to con their way into your home to steal or trick you out of money. They often pretend to be from a professional company such as your energy or water provider or the council. They may say they are conducting a survey or pretend to be an old friend.

Remember

- You don't have to let anyone into your home.
- Check other doors and windows are locked before answering the door so no one else can sneak in.
- Ask for ID through the letterbox and call the number in your bill or phonebook to check the caller's identity. Keep the door locked until you're happy to let them in.

COLD CALLERS

These are uninvited callers at your door. They may be persuasive salespeople offering large discounts and time-limited offers. They may refuse to take 'no' for an answer and use pushy tactics.

Remember

- Don't buy from doorstep callers.
- If you do sign a contract for a purchase costing more than £42 from a seller in your home, in most cases you have at least 14 days to change your mind.
- If cold callers are a problem in your area, you may want to consider setting up a Cold Calling Control Zone. Speak to your neighbours and call 0345 404 0506 for more information.



TELEPHONE APPOINTMENTS

Some companies may contact you by telephone to make an appointment to visit you in your home. Although less intrusive, this is still a cold caller and you shouldn't feel pressured into making a decision.

Remember

- Ask a friend or neighbour to be with you if you arrange an appointment with someone over the phone.
- Don't be afraid to say no, on the telephone or on the doorstep.

**The Golden Rule -
If in doubt... Keep them out!**

Call 0345 404 0506 to discuss any queries/concerns.



West Yorkshire
Fire & Rescue Service

