

# Kent Fraud Alert System



**TO STOP FRAUD™**

## Doorstep Criminals/Rogue Traders

We are still seeing a number of reports of residents being targeted by cold calling criminals saying their roof, drive or gutter needs either cleaning or repair but it is a scam and they will pester the resident until they agree to them carrying out the work. They will then carry out some extra work on a small area without asking and then demand payment and intimidate the resident into having the whole job being completed by them, even though they have not asked for this work to be carried out. The following gives some guidance on what to do, if you get someone cold calling in this way,

- Never agree to work to be carried out on the doorstep as a result of a cold call.
- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine.
- Ask the visitor to return another time when someone can be with you.
- Get three written quotes.
- Ask family and friends for recommendations.
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work. If the person becomes aggressive and you are feeling intimidated or threatened, then call the Police.

If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2040.

## Protect yourself and others against rogue traders

Most people who call at your home are genuine. But sometimes people may turn up unannounced and try to sell you services or items you do not want or need or carry out unnecessary repairs to your home at inflated prices.

If you're concerned about someone calling at your home, **don't open your door.**

### You can:

- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine
- Ask the visitor to return another time when someone can be with you
- Get three written quotes
- Ask family and friends for recommendations
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work.

### Preventing fraud

Together, let's stop scammers.

**Remember, ABC:**

- **n**ever Assume
- **n**ever Believe
- **a**lways Confirm

Get the latest scam advice: @KentPoliceECU

### Pressurised selling on your doorstep is a crime and you can report it:

- [kent.gov.uk/tradingstandards](http://kent.gov.uk/tradingstandards) or call 0808 223 1133
- For advice: [www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/)
- Follow @kent\_ECU or email [kfas@ecis.police.uk](mailto:kfas@ecis.police.uk)



### Contacting Kent Police

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)  
Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://www.kent.police.uk/contact)  
In an emergency, if crime is in progress or life is in danger call **999**  
If deaf or speech impaired, text 'police' and your message to **60066**  
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