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 or call 0300 123 2040.

Contacting Kent Police
Report a non-urgent crime online www.kent.police.uk/report
Talk to us on LiveChat – available 24/7 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
www.kent.police.uk