

April 2018

Consumer Alerts

Beware claims of "working on behalf of the Council"

Reports have been received throughout the County. In Haslingden and Accrington residents are being cold called and offered cavity wall insulation. The door knockers explain the resident should have received a letter from the Council. No such letter exists but was used to try to reinforce their story that they are working with the local Council.

Likewise, a business in South Ribble cold called trying to get householders to switch energy suppliers. They are not working on behalf of the Council as claimed.

Bogus Roofers

Reports have been received of roofers calling in the Chorley area offering roof repairs and fitting plastic soffits and fascia's. In one instance the job initially was to repair a loose ridge tile but progressed to replacing alleged rotten felting and battens. The work carried out was overpriced and shoddy and it is likely that it did not need doing in the first place.

Please do not agree to cold callers offering to carry out any property repairs. Shop around and get quotes. Do not be rushed into a decision. Remember that if you have agreed to a contract in your own home and have second thoughts, you have 14 days to cancel.

Trading Standards advice is to always say no to cold callers. The Safetrader

scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Netflix Scam

Beware emails from Netflix claiming your account has been suspended due to the company having trouble with your billing information. The email claims that the company will try again to resolve the problem but you may need to update your payment details, and provides an "update" button.

This is a scam. Do not respond, delete the email.

Bogus telephone preference service

Beware a telesales call claiming to be from one of the well-known UK telecommunication service providers stating they can provide a Telephone Preference Service including a ban on international calls. The caller states a one off payment is all that is needed. On giving bank details householders find a direct debit has been set up without their knowledge and see monthly debits deducted from their account.

Remember it is free to sign up to the Telephone Preference Service – contact them on 0345 070 0707

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06

