



Say 'NO' to COLDCALLERS at your front door.

A cold caller is someone knocking on your door who: you do not know or have no arranged appointment with.

NEVER AGREE TO HAVE ANY WORK CARRIED OUT ON THE DOOR STEP!

- Where able, always ensure you use your door safety chain BEFORE opening the door. YOU DON'T HAVE TO ANSWER THE DOOR.
- If you are interested, ask them to call back at a prearranged time so you can arrange for a friend, neighbour or relative to be present.
- If you are unable to arrange support you can telephone Surrey Trading Standards or Surrey Police (101) for advice and ask them to return at a later date.
- It is good practice, should you require any work in your home or garden, to obtain written quotes from several traders to secure a competitive quote. Bogus doorstep traders will often offer a very low quote initially but when the work is underway the cost will dramatically increase and the work will be of a poor standard.

Buy With Confidence

Surrey Trading Standards hold details of companies who have satisfied stringent checks to ensure they are honest and accountable. These companies will offer you a good service at a fair cost. This scheme is called 'Buy with Confidence'.

- If you have someone at your door who is insisting that work must be carried out or a payment needs to be made and you are not happy to do so, you feel intimidated or threatened, please contact Surrey Police by dialling 999 immediately.
- Remember, if you feel you are being pressured or harassed into accepting work or to hand money over call 999 for help.
- Following any completed work you may think all is well but, alarm bells should start ringing if more and more money is being demanded.
- Do not accept any offer to be driven to your bank or building society to withdraw money for payment of works.

HELP & ADVICE

The following organisations can help you if further advice or support is needed.

Surrey Trading Standards	0808 223 1133
Surrey Police	101 - Non Emergency 999 – Emergency
Tandridge District Council	01883-722000
Age UK (Surrey)	01483 503414
Citizens Advice Bureau	0808 223 1133
Buy with Confidence	01392 383430
Website: www.buywithconfidence.gov.uk	