

Broadland residents reminded to be vigilant to rogue traders

Norfolk residents are reminded to look out for vulnerable neighbours and family members as police receive reports of suspected rogue traders operating in Broadland.

Police were contacted on Tuesday 25 January 2022 regarding a report of unknown men knocking on the door of an address in the Hellesdon area, offering to replace a missing tile. After convincing the residents, the men removed the roof ridge from the property, exposing it to the elements, and issued the residents with a £4000 bill.

Another report was made to police on Wednesday 26 January 2022 when residents, also in Hellesdon, were targeted in a similar way. Unknown men who had 'cold-called' at the property knocked down part of the chimney at the address after convincing the residents that repairs were needed, issuing the residents with a £1000 bill.

Officers are investigating these reports, including whether they are linked, and are reminding residents not to accept offers of labour or services from people selling door to door.

Doorstep rogue traders will pretend to be skilled tradespeople such as builders, gardeners, or handymen, offering services which often turn out to be of poor quality or unnecessary, resulting in costs that can rise far beyond an agreed quote.

If tradespeople are needed, these should be secured from reliable sources such as Norfolk County Council's Trusted Traders website: <https://news.mailshot.norfolk.police.uk/40BCD8D7ED13A667A3FDCC16CFF22ADF9EF0612ACAF65993AD40A14E1B4B9181/D5D121EFFB479AA044CBFBA25CF4A09E/LE35>

Officers are reminding residents of the following advice, to help them stay safe against rogue traders:

- Never allow a cold caller access to your home, roof, or garden.
- Don't agree to have work done by someone who is 'just passing' or has 'just noticed' an issue with your home. While many people are genuine and want to help you, there are others who will try to take advantage of you.
- Always remember in the case of cold calling, it is your home and you don't have to agree to anything. Do not be bullied.
- Take your time when making decisions. Only criminals will try to rush you.

- Search for tradespeople through reliable sources or take recommendations from people you trust.
- Never pay for work before it is completed.
- If you feel threatened or in danger, go inside, stay inside, and call 999.

If cold callers are currently at your home or will be coming back, you can contact the Citizens Advice consumer helpline on 0808 223 1133 for advice, or Norfolk Police on 101.

If you think you've been a victim of rogue trading or a scam, you can report it to Action Fraud, the UK's national reporting centre for fraud and cybercrime, at www.actionfraud.police.uk or call 0300 123 2040