

## What is doorstep crime?

Doorstep crime refers to rogue traders, bogus callers and distraction burglary. Whilst we do have genuine callers at our doors there are unfortunately those that exploit people in their homes.

This includes people that knock on your door, phone calls, leaflets the rogue traders put through the letterbox and false use of logos to appear genuine.

Some of the most common types of rogue trader doorstep crime scenarios are,

- **“We are only in the area this week”** – You shouldn’t engage with anyone that you cannot contact again. This time pressured approach should be avoided.
- **“There are loose tiles on your roof”** – Pressure and worry can make people make hasty decisions. Contact a reputable trader in your area if you are concerned.
- **“It’s a cheap price as we have left over materials from a job down the road”** – offering a bargain price could result in you buying poor quality materials or in many cases the price increases as soon as the work starts. There could also be the risk that the goods or materials are stolen.

The simplest way to avoid rogue traders is not to engage with them, say no thanks and stick to it. If you feel unsafe call the police.

If you have had a doorstep caller that you suspect is suspicious report it to Trading Standards, this might help to reduce the risk of someone else being a victim of the rogue activity.

More information about finding a reputable trader can be found here <https://www.citizensadvice.org.uk/consumer/get-more-help/finding-a-trustworthy-trader/>

You can also contact your local Trading Standards to find out if you live in a ‘No cold calling zone’ or find information about setting one up if you and your neighbours are concerned about nuisance doorstep sellers or rogue traders. They aim to decrease doorstep crime incidents but making it clear that doorstep callers are not welcome.

For advice or to report a trader contact Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05.

Call the police if you feel at risk or are concerned for a neighbour.