

Rogue Trader Alert – Cold Calling Incidents – 23 June 2020

We are warning residents to be on their guard after a number of cold calling incidents have been reported in the Norfolk area.

A resident in Poringland received a phone call offering servicing and cleaning of their solar panels. The caller arranged to visit the property the next day and requested access to the resident's roof space in order to inspect their inverter. The resident was informed that they required a new inverter and warranty for £1500. The resident refused and the trader left.

The second incident occurred in Hellesdon and involved an individual offering gardening work. The cold caller has reportedly visited several areas of Hellesdon in the last few days, has cold called at a number of properties and approached residents outside their properties. The male is described in some reports as 'persistent' and 'verbally aggressive' when his offer of work is turned down. He has been seen to be using a red van and charging high prices for work.

The area of Diss has seen several incidents of two males cold calling residents' homes offering roof insulation. The males show ID badges which do not have photo identification and state they are working in relation to a Government funded scheme. The males request access to the loft space and have been seen to take photos of properties. The males are driving a black BMW with blacked out windows.

In Felthorpe a male has cold called a local resident offering central heating installation in relation to a government grant. The male requested access to the resident's property in order to inspect their radiators which was declined.

In Briston a resident has reported a smartly dressed male aged between 25-30 who called at their property offering advice to business owners on available grants.

We always advise:

- NEVER deal with cold callers looking to undertake work on or around your property
- NEVER agree to have work done by somebody who is 'just passing' or take their word that it needs to be done at all
- NEVER allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
- NEVER pay for work before it is completed
- When looking to have work done on or around your property ONLY deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from before commencing the work

It is possible these doorstep cold callers could move on to other areas around Norfolk.

Anyone sighting these cold callers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Constabulary via **101**.

If you feel intimidated or sight these cold callers and are concerned for vulnerable neighbours call **999**.

Rogue Trader Alert – Doorstep Cold Callers selling gravel – 23 June 2020

We are warning residents to be on their guard after receiving two reports of cold callers offering gravel for sale in Norfolk.

The first report is from a Tittleshall resident who was cold called by a male offering a gravel for sale from his truck. The resident declined this, however later received an invoice through their door with bank account details to make payment for the value of £575.

The second report is from a Wormegay resident who has also received a cold call from a male selling gravel.

We always advise:

- NEVER deal with cold callers looking to undertake work on or around your property
- NEVER agree to have work done by somebody who is 'just passing' or take their word that it needs to be done at all
- NEVER allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
- NEVER pay for work before it is completed
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Information Alert – Home Repairs or Improvements? Make sure you #CHECK – 22 June 2020

If the warm weather has got you thinking about sorting out the garden or arranging home improvement work, Norfolk Trading Standards are reminding consumers to think #CHECK when choosing a tradesman or business for the job.

Scam Alert – Phone call claiming to be insurance company – 21 June 2020

We have received a report of a Norfolk resident being cold called by a female claiming to be calling from their 'boiler insurance company'. The caller used the residents name and stated they were offering a reduction in price for customers over 60.

The caller asked the resident for personal information, including date of birth and bank account details. When the resident refused to provide this information and ended the call, they then received a second call from a male stating to be a manager from the same company.

These calls are **not genuine** and are likely to be used to gain valuable personal information. If you receive a call from someone you pay on a regular basis, but cannot confirm that it is a genuine contact, hang up and contact the organisation on a number printed on official correspondence such as a recent bill, their website or app.

You can report suspicious telephone cold calls to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133**.

Scam Alert – Telephone cold calls from 'Mastercard' and 'Visa' claiming that 'you are required to authorise a payment' – 19 June 2020

We are receiving reports about telephone cold calls delivering a recorded message claiming to be from Mastercard and Visa. The incoming number displays the Norwich area code of 01603. The message states that you are 'required to authorise a payment' and then gives the instruction to 'press 1 to authorise a payment of £600 for an order placed 15 minutes ago'.

These calls are **not** genuine and are likely to be used to seek remote access to computers, gather personal, account or financial details.

If you receive one of these calls **do not** press any keys if prompted and hang up.

You can report telephone cold calls received to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133**.

Rogue Trader Alert – Doorstep cold callers claiming to be from organisations or charities – 18 June 2020

We are reminding residents to be on their guard against doorstep cold callers, even if they claim to be from well-known organisations or charities.

Recently the ongoing COVID-19 situation has led to reports of doorstep cold callers claiming to be offering help to vulnerable residents or calling for health-related reasons.

We are continuing to ask residents to report **all** doorstep cold calling incidents to us, especially if their property is displaying a No Cold Calling door sticker of any type. We are also offering the following advice:

- If someone cold calls at your property remember it is your doorstep so your decision whether you even answer the door, if you can check through a spy hole or look from a window to see who is there
- Think about your home security, make sure other doors to your property are locked before answering the front door
- If the person is offering services or trying to sell, something politely but confidently say you are not interested and close the door
- If the person is claiming to represent an authority, organisation or charity, ask to see ID. If ID is offered, ask if you can take it to check its validity. If you are given the ID, close the door and contact the company or organisation on the ID by a number you find online or in the phone book, **Do not** use information on the ID, it could be fake. If no ID is offered, the caller refuses to let you check it, or you cannot verify it is genuine, politely but confidently say you are not interested and close the door
- As the cold caller leaves, if you can, safely from inside your property watch and see:
 - Do they go to call at neighbouring properties
 - Do they return to a vehicle, is it sign-written, can you see the make, model, colour and registration plate
 - Are they alone or working with others
 - Note down a description of the cold caller, why they were calling and who they say they were representing – all of this information is very useful to us and the police when looking at cold calling incidents

You can report doorstep cold calling incidents to us via our partners the Citizens Advice consumer helpline on **freephone 0808 223 1133** or to Norfolk Constabulary on **101**. In an emergency always dial **999**.

If you would like one of our No Cold Calling door stickers call the Norfolk County Council customer service centre on **0344 800 8020**.

Why not consider setting up a No Cold Calling Zone in your community? You can find out more about our scheme at www.norfolk.gov.uk/nccz

Scam Alert – Emails claiming to be from 'British Gas' – 16 June 2020

We are warning about emails claiming to be from British Gas which are circulating again.

One recent example, which included the recipient's email address within the greeting, claimed that 'we sent you a gas bill for £21.21 and we still haven't received payment' before going on to detail a range of charges which could be made along with a link to 'Pay us online now'.

These emails are not from British Gas and any links contained within the message are likely to go to a genuine-looking fake version of the British Gas website which will attempt to gather personal and financial details. There are likely to be several versions of this email in circulation quoting different amounts.

If you are concerned for the status of an online account log in to it only using a web address from a bill or statement which you have entered into your web browser or using a genuine app. **Never** use links in unexpected emails.

You can report suspicious emails received to us via our partners the Citizens Advice consumer helpline on **freephone 0808 223 1133**.

Scam Alert – Text messages claiming to be from 'DVLA' – 15 June 2020

We are warning about text messages circulating claiming to be from 'DVLA' stating 'After annual calculations' you are owed an amount from 'overpayments'. The text goes on to offer a link to 'claim your refund'.

These text messages are **fake**. DVLA do not send text messages or emails about vehicle tax refunds. It is also likely that there will be a several versions of this message circulating quoting different amounts.

If you receive this or a similar text message **delete it** without clicking on any links.

If you have received a text message which you believe to be a scam you can report it to us via our partners, the Citizens Advice consumer helpline on **freephone 0808 223 1133**.

Rogue Trader Alert – Doorstep cold callers offering 'roofing work' – 15 June 2020

We are warning residents to be on their guard following a cold calling incident in Norfolk this week involving roofing work.

The incident occurred in the Wisbech area and involved a man cold calling a local resident and stating that their guttering and flat roof needed repairs.

Having accessed the flat roof, the cold caller then claimed that additional work was needed on the flat roof including 'specialist materials'. He then persuaded the resident to hand over a large amount of money for these materials and left the property.

We advise:

- **Never** deal with cold callers looking to do work on or around your property
- **Never** agree to have work done by somebody who is 'just passing' or take their word that it needs to be done at all
- **Never** allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free

- **Never** pay for work before it is completed
- When looking to have work done on or around your property, **only** deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from before commencing the work

It is possible this doorstep cold caller could move on to other areas around Norfolk.

If you see cold callers operating in Norfolk please contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Constabulary via **101**. If you feel intimidated or are concerned for vulnerable neighbours call **999**.

Cold Calling Alert – Doorstep cold callers offering 'driveway work' – 12 June 2020

We are warning residents to be on their guard after received reports of doorstep cold callers in the Hellesdon area offering driveways services.

Our advice is to **never** deal with anyone who cold calls at your property offering to do work on or around your property. It is possible these cold callers could move on to other areas within Norfolk.

Anyone concerned about doorstep cold calling activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133**.

Looking for a Trader you can Trust? Try a Norfolk Trusted Trader. To search our directory and read feedback from their customers visit www.norfolk.gov.uk/trustedtrader

Could your community help stop doorstep cold callers from targeting vulnerable people by becoming a No Cold Calling Zone? To find out more about the scheme or to apply visit www.norfolk.gov.uk/nccz