

# Be aware of rogue traders

29 November 2024

Following extreme weather, we tend to see an increase in traders who target those needing home repair services, and not all of whom choose to follow the letter of the law, which often leads to inflated costs and poor workmanship. To help protect yourself from these rogue traders, please consider the following advice:

- Be wary of traders calling uninvited to your home offering their services. If you are not sure who is at your door, do not open it.
- Take your time to research and choose a trader, don't be rushed. Don't agree to anything until you are happy and have had the time to think.
- Ensure you have the trader's full name, company details and address.
- Reputable traders will provide you with a written description of the work to be carried out, the costs, terms of the contract and details of your right to cancel if you have agreed to it in your home.
- Obtain at least three written quotes from different traders – remember an estimate is a 'best guess' whereas a quote is what you pay.
- Be wary of advertising your needs on a website inviting traders to get in touch. Many of those who respond to you will be reputable businesses, but rogue traders also use these sites.
- Ask the trader for customer recommendations or reviews and don't rely on their membership of a trader recommendation platform to be a sign they are a reliable, good quality business.

For further advice and guidance on choosing a trader or to report any concerns about a business you have dealt with, please contact the Citizens Advice consumer helpline on 0808 223 1133. The helpline is open from Monday to Friday, 9am to 5pm or visit their website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Citizens Advice works closely with Trading Standards and reports of rogue traders are treated as a high priority in South Gloucestershire.