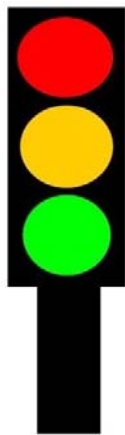





## Say no to doorstep callers!

Most people who call at your home will be genuine and safe to talk to.

But you always need to be careful when someone you don't know knocks on your door.



This traffic light advice can help you.

 **Red = stop** callers at your door

 **Amber = wait** until you are safe

 **Green = go** ahead if it is safe



Some people (**bogus callers**) turn up at your home using false ID cards.

They pretend to be real so they can trick their way into people's homes.



Some people (**rogue doorstep sellers**) turn up at your home to sell things to you.

They try to put pressure on people to make people buy something from them.



### **LOCK:**

Keep your front door and back door locked to keep out unwanted callers.



### **STOP:**

Don't open the door when someone knocks or rings the bell.

Think about it – are you expecting someone to call on you and do you have an appointment with them?



### **CHAIN:**

Put your door bar or chain on in case someone tries to put pressure on you to open the door or even force their way in – the door bar or chain is a useful barrier to keep people out.



### **CHECK:**

Always check the person's details carefully but do not let them in.

You may need to remember the details if you need to report a bogus caller or rogue doorstop seller to the police.



Rogue doorstep sellers and bogus callers will often be smartly dressed.

They will usually have a story to get your attention.



They may pretend to be from or working with the council, police, water, gas or electricity companies.

They can be very convincing –  
**It's their job and they are good at it!**



Some rogue doorstep sellers and bogus callers may use false identity cards and dress up for the part for example, wearing overalls with a false company logo.



Rogue builders or gardeners often trick people into paying very high prices for work that does not need doing or for very bad quality and shoddy work.



Official visitors should always arrange an appointment beforehand if you are in any doubt don't let them in.



If you are not expecting an official visitor and you are alone then ask them to call back later when you have somebody with you – they will always be happy to do this.



Only open the door to let someone in when you are on your own if you have arranged for an official visitor to call at your home.



If you do not feel safe you can say no and arrange for someone you trust to be with you next time.



If someone calls at your door wants to come in and talk to you about doing repairs to your home do not let them in.

Never agree to have work done by somebody who is just passing.

Never take their word that you need the work done or what they are selling.



NEVER pay for anything before any work is done.

SAY NO if someone offers to drive you to the bank to get the money to pay for something they are trying to sell you.



If you are interested in something that the person is selling then arrange for them to come back later when you have somebody with you and you can have more time to think about it.



If you think work needs to be done then get quotes from other local companies and ask friends and relatives if they can recommend someone to do the work for you.



## Time to change your mind and cancelling a contract



If you agree to buy something that costs more than £35.00 then you have 7 days to change your mind about it.

You still have 7 days time to change your mind even if you invited the trader into your home.



A trader must advise you in writing that you can cancel the contract.

The information about your right to cancel a contract should be clear and not hidden in the written agreement.

If you are not given this information the agreement cannot be enforced and you don't have to pay any money even if goods or services have already been supplied.



The trader must not start work until after the 7 day cooling off period.

If you decide to have work done, or to receive goods within the 7 day cooling off period, you should give your agreement in writing.



If you have given this written agreement and then you decide to cancel within the cooling off period you will have to pay for the work done so far or the goods you have received.



If you cancel the contract and the things you agreed to buy from the trader have already been delivered to you then you must keep them safe and let the trader collect them.



**To cancel a contract you must let the trader know in writing.**

You can send a letter or you can fill in the cancellation form that the trader gave to you and post it to them.

You must cancel an agreement within **7 days** of agreeing or signing a contract.



A cancelled contract will be treated as though it had not been made.

Sometimes the rules for cancelling a contract are different so you can find out more from **Consumer Direct**:



**phone : 08454 04 05 06**

**website: [ww.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)**



## Digital Television Switchover

In Staffordshire the analogue television transmitters will be switched off in:

- 2009 for Granada viewers
- 2011 for Central viewers



From then on all the transmissions will be digital and every television will need to have a digital receiver.



Digital UK has already started airing commercials in this area, and there is more information on their website <http://www.digitaluk.co.uk/>

You can find details of aerial installers, dates for changeover, and general information on the website.

The Digital UK website also has details of their Switchover Help Scheme.



There have been complaints about bogus callers who claim to be checking people's aerials.

The changeover is being managed by Digital UK and no one will call on you about this without an appointment.



If anyone calls at your property claiming to be checking your aerial do not allow them access to your home and call the Police on 999.



## Call us to report a dodgy trader or if you want advice



If you have a complaint about the quality, pricing, quantity or safety of goods or services, contact Consumer Direct.

**Call 08454 040506** to speak to Consumer Direct, who take calls on our behalf and can advise on your consumer rights.



If the problem is complicated or involves a criminal offence, you will be passed on to Trading Standards.

We will then give you any advice you need and if we suspect trading laws have been broken, we will investigate and take action if necessary.



For details of traders who are members of The Staffordshire and Stoke Trader Register call 01785 330888 or visit [www.traderregister.org.uk](http://www.traderregister.org.uk)



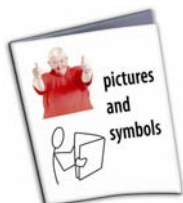
The traders agree to sign up to our Code of Practice which says how they should deal with people fairly and professionally.



You can phone our helpline if you need this information in other formats.  
**helpline on 01785 276900**



We can provide this information in larger print, on audio, or in Braille.



We can provide this information in clear words and pictures.



We can provide this information in different languages.