

XXXX No Cold Calling Zone

Dear Householder

Croydon Trading Standards and Croydon Police are working hard to tackle doorstep crime.

Earlier this year at a consultation meeting of residents it was agreed to set up a local **No Cold Calling Zone** as a way of reducing the number of Bogus Caller and Rogue Trader offences in our area.

While this type of offence is still relatively rare the impact of being tricked and losing your money can be very serious.

Most people who call at your home are genuine and we are not asking for you to turn away genuine callers such as election canvassers or legitimate door-to-door envelope collectors for well known charities.

However, a number of callers who turn up unannounced will try very hard to trick their way into your home to steal, or to get you to agree to household and garden work being done, that you do not need, and may be very poorly carried out.

Following, the resident's consultation meeting it was agreed to set up the **XXXX No Cold Calling Zone**.

Experiences in areas where similar schemes operate have found that by giving everyone the confidence to say 'No – I don't buy at the door' can protect the more vulnerable people in your road.

We have put together this resident's pack full of useful information. It also helps you to find reputable business, and gives tips and advice on how to say '**no**' with confidence.

We will also be putting up some signs on lamp posts to alert callers that rogues are not welcome in the zone.

If you are unsure about anything please feel free to contact me as the local organiser of our No Cold Calling Zone.

NAME

ADDRESS

Tel

Email

Beware the bogus caller

The police call it burglary artifice but most people know it as bogus-caller burglary; either way it's a callous, calculated crime, the victims of which are usually the vulnerable elderly.

To the trusting old lady, the man on the doorstep offering to test her water pressure possibly appears as something of a blessing ..after all, she doesn't want to be left without water.

But, all too often, that old lady's trust is sorely misplaced because, far from wanting to test the water pressure, the man, who seemed so plausible on the doorstep, has ransacked her home, making off with valuables, cash, irreplaceables and, most devastatingly, his victim's confidence and sense of security.

Bogus callers can be very smartly dressed or, if more fitting, kitted out in overalls and carrying a tool-bag. They can also be extremely persuasive.

They can claim to be from the gas board, the electricity company, a building firm, the council, they can even be youngsters asking for permission to go through to the back garden to retrieve their ball. In short, they come in all shapes and sizes.

If you're not expecting the caller, don't let them in. If they are expected, remember to check their identification very carefully against the letter you have been sent or the password you have agreed before you let them in.

Official visitors should always arrange an appointment with you beforehand.

Additionally, never agree to having work done by somebody who knocks on your door without an appointment. And don't take their word that work needs to be done at all. If you think work needs to be done, get quotes from other companies and ask friends or relatives for recommendations.

If you suspect a caller's motives, call the police.



If you feel you have been the victim of bogus workmen who have made incorrect descriptions and charged an excessive price for little or no work, the council's trading standards team can investigate the matter in conjunction with the police.

A Doorstep Selling Advice Pack has been put together containing useful information and advice on how to prevent becoming one of the victims of rogue traders. If you require a copy, email trading.standards@croydon.gov.uk, visit Access Croydon in Taberner House or ring Trading Standards on 020 8407 1310



If you're not expecting the caller, don't let them in. If they are expected, remember to check their identification very carefully against the letter you have been sent or the password you have agreed before you let them in.

NO COLD CALLING ZONE

‘Know your rights’

Trading Standards



020 8407 1311

**CROYDON
COUNCIL**

www.croydon.gov.uk



**METROPOLITAN
POLICE**

Working together for a safer London

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

No Cold Calling Zones

What are they and why should we have them?

Quite simply, No Cold Calling Zones are about local residents or communities having the confidence to say “NO” to uninvited salespeople and to warn rogue traders and cold-callers that they are not welcome in an area.

It is now well established that distraction burglaries and rogue trading are interlinked. Whilst this type of criminal behaviour can impact on anybody in any place, research shows that older people can be particularly vulnerable, especially those living alone or who are isolated in the community.

The number of serious doorstep crime incidents reported to both the police and trading standards services has grown significantly over the past few years. Incidents involving older people losing thousands of pounds are now not unusual and what has become clear is that the law has not kept up with this kind of crime. Zones are an initiative that helps to provide support to residents and send a clear message to rogue traders that they are unwelcome and their trading practices will be investigated if they cold call residents within the designated area.

Not all traders turning up on your door are rogues. However, you may have heard of incidents where older or isolated people have been the victim of a doorstep crime or unscrupulous practice of one sort or another.

Examples of problems:

- paying an exorbitant price for house repairs or garden maintenance.
- having to pay in cash in full before the job is finished.
- being left with an incomplete job and refusal from the trader to finish the job or undertake necessary repairs.
- being unable to get the job finished and having only a mobile telephone number to contact the trader.
- the final price for the work being far greater than the initial quote.
- having possessions stolen whilst being distracted by a doorstep caller/bogus official or their accomplice.

There are laws that seek to protect you from unscrupulous traders ripping you off for goods and services supplied following a visit to your home. So it is important for consumers to be aware of their rights and responsibilities to help them avoid these problems.

Cancellation rights in law can be complicated so it is best to be careful in the first place. It is far better to proceed only if you are happy with the price, quality of the goods or services and integrity of the company.

Legal rights and wrongs

It is not illegal for traders to sell goods or services by knocking on doors. Consumers can take charge on their doorstep and can tell traders that they do not want to deal with cold callers.

Neither is it illegal for traders to advertise their services by putting unsolicited mail shots or flyers through your letterbox.

The law provides you with some legal protection if you agree to buy goods or services on the doorstep or in your home. This protection only applies where the value of the purchase is more than £35. While this protection is useful, you can only exercise this right if the company is genuine.

Cancellation rights

Regulations provide a seven day cooling off period for pre-arranged as well as unannounced visits, provided the price is more than £35. They also require doorstep sellers to inform customers of their cancellation rights in writing.

They must provide you with a **notice in writing** of your right to cancel.

It is a criminal offence if you are not provided with this notice.

If the trader has not given you written notice of a right to cancel, report the incident to the trading standards service.

Safety first: REMEMBER

Take care when opening the door to anyone. Here are a few simple steps to follow when you get an unexpected caller:

- fit and use a door security chain every time you open the door.
- **always** ask for identification that you can verify. Do not let the caller into your house until you have verified the caller's identification.
- check the identification of the caller by ringing his/her employer. Use the telephone number from your local telephone book. It is not a good idea to ring the telephone number the caller gives you, as this may not be a genuine.
- do not agree for anyone to carry out work in your house until you get a second opinion as to whether you actually need the work done.
- do not agree to any work where the caller says "we are only in the area today".

If you agree to buy any goods or services from a doorstep seller, then you may have a short period of time to cancel the contract after it has been signed:

- keep all paperwork in a safe place.
- in order for the contract to be completed successfully by both parties, the trader must service you a notice of your cancellation rights. This will be in the form of a printed document giving you details of how to cancel the contract.

- generally the goods or services must be over £35 in value in order to cancel the contract. There are other circumstances where you have no right of cancellation. Contact your trading standards department for further advice.
- you have at least seven days to cancel - the 'cooling off' period. This applies whether you invited the trader into your home or not.
- never keep large sums of money in the house and keep purses out of sight not near the door.
- keep a list of numbers of your credit cards and important documents in case of loss.
- free security advice is available from the police crime prevention officer. The telephone number is at the back of this leaflet.

Choosing a reliable tradesman

- ask neighbours, families and friends for recommendations.
- do not agree for work to be carried out until you have obtained at least three written quotes from similar businesses.
- make sure the quotes state what work will be carried out, the full inclusive price and when the work will be started and finished.
- any work carried out by the tradesman must be of **reasonable quality** and be completed within a **reasonable time limit**.

- arrange a pre set time and date for the tradesman to call to start the work.
- do not pay any money for the work unless you are satisfied it is of acceptable quality.
- do not accept transport from the tradesman to your bank or building society in order to withdraw money to pay for the work.
- do not feel pressurised into having the work carried out immediately.

Know who is calling

Do not agree to buy goods or services from doorstep sellers without checking their identification cards and confirming the identity of the caller.

Any reputable trader will carry identification cards that you can examine. Do not use the telephone number given by the caller. Look up the company telephone number in the directory and use this to confirm whether the caller is genuine. Keep the trader outside when you are checking identification.

If you are uneasy for any reason about a trader being in your home, you have a right to ask them to leave immediately. If they refuse, they are trespassing on your property. Phone 999 and contact the police. However, it is much better not to let them in at all.

Any reputable trader will provide written notice of your legal rights. Beware of traders who don't do this.

Utilities password schemes

A good way of checking whether a caller is genuine is to register a password with your utility company that will be used whenever a **genuine** representative comes to visit you.

Details can be obtained from individual companies – ask for their **priority services register**.

There is a list of contact numbers for various utility companies at the end of this brochure.

Other things you can do

To reduce the number of unsolicited telephone calls you should register with the Telephone Preference Service. The service is free, to register call **0845 070 0707**.

If you don't want to receive uninvited mail shots from traders, you can stop them by registering with the Mail Preference Service. The service is free, register by calling them on **020 7291 3327**.

The Mail Preference Service cannot stop unaddressed leaflets; items addressed the 'The Occupier', 'The Householder' or a business, nor free newspapers and inserts in magazines and bills. Some local mailings may also not be stopped.

In addition, it may not stop mail from overseas; organisations will often base themselves overseas in order to avoid legal and self-regulatory restrictions.

If the telephone number is for a mobile telephone, don't let them in.

Think before you buy

Always ask yourself: would you have bought this item or had these repairs if the trader had not called?

If the answer is no, do think very carefully about your decision:-

- Do I want it?
- Do I need it done?
- Can I afford it?
- Do I know the name and address of this person?
- Do I have the right to cancel?
- Can I get a quote from someone else?
- Have I been given an estimate or a quote?

An estimate is only a rough guide to the price; a quotation is a fixed price and is binding.

**Consumer Direct will advise on general consumer queries
08454 04 05 06.**

Here is a list of the telephone numbers for various utility companies - ask for their **priority services register**.

Thames Water	0845 9200 800 0845 7200 898 (Minicom)
EDF Energy	0800 269 450 0800 096 2929 (Minicom)
E.ON	0845 059 9905 0800 056 6560 Minicom
British Gas	0845 955 5404 18001 0845 604 0345 (Textphone)
Northern Power	0845 166 3535
Scottish & Southern	0800 622 838 0800 622 839 (Textphone)
Scottish Power	0845 2700 700

How to beat the bogus caller

LOCK

Home or Away - keep **ALL** doors locked

STOP

Are you expecting anybody?

CHAIN

Put the chain on **BEFORE** opening the door

CHECK

Always ask for identification. If they don't have an identification card, **don't let them in**

Finally

Never keep large amounts of money in your house.

Keep purses, wallets, cheque books, pension books, credit cards, door keys and car keys out of sight.

Telephone the police if you are concerned about your personal safety or concerned about damage to your property.

Incident Report Sheet

If you have had an unexpected caller at the door say **NO** and remind them that they have entered a –
'No Cold Calling Zone'
Please call Trading Standards on:
020 8407 1311 and let us know.

Please take time then to fill in this incident report form
to provide important information for Police and trading standards officers.

Time: Date:

Address:

.....
Description of caller/s. If more than one caller please use another sheet.

Male/Female: Age: (approx) Height: (approx)

Hair: (colour and length)

Build: (tall/thin/stocky)

Clothing:

.....
Did the caller speak with any accent?

Any other useful information about the caller?

.....
Description of any vehicles/logos/trade names:

Colour/size/make/registration number:

.....
What reason did they give for calling at your door?

You can also email us the above information send to:

trading.standards@croydon.gov.uk

**CROYDON
COUNCIL**
www.croydon.gov.uk

**I do not buy
at the door
from uninvited
sales people**

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Other help and advice

We have produced more advice to help you live safely and securely in your home. The following people and organisations are also working together to help you.

Crime Prevention Officers

Your local crime prevention officer can give you more advice about door bars, chains and security around your home. Contact them at your local police station.

Local councils

Community safety, housing or social services or your health visitor can give you advice or even provide door bars.

Age Concern – a welfare organisation for older people, with offices across the country. They run projects to fit security devices in older people's homes. Look in your local phone book for your local centre or phone their national advice line free on **0800 00 99 66**. The line is open seven days a week from 7am to 7pm. If you are deaf or have hearing difficulties, you can contact the line through Typetalk.

Help the Aged – provide practical support to help older people live independent lives. They run a free national phone advice line – **SeniorLine** – on **0800 800 6565**.

The line is open from 9am to 4pm, Monday to Friday. In some areas, Help the Aged run schemes that supply and fit home-security equipment. Phone **01255 473 999** for more information.

Neighbourhood Watch

Try to join (or set up) a Neighbourhood Watch, Home Watch scheme or Residents' Group. It's a good way of working together to make your community safer. (Contact your local crime prevention officer or community safety officer at your local council if you would like to set one up.) Or, if you are a member of your local Neighbourhood Watch, watch out for older people in your area. For more information contact the National Neighbourhood Watch Association. Phone **020 7772 3348** or find out more at www.neighbourhoodwatch.net



How to beat the bogus caller



How to beat the bogus caller

Most people who call at your home will be genuine. But sometimes, people turn up unannounced, with the intention of tricking their way into people's homes. They are known as 'distraction burglars' or 'bogus callers', whose only aim is to get into homes to distract people and steal their money or valuables. You should always

be aware when someone you don't know calls at your door. By using the advice in this leaflet, you can protect yourself and vulnerable members of your family.

Bogus callers may be smartly dressed and claim to be from the council, the police, health organisations or gas, water or electricity companies. They can be convincing and persuasive.



They use 'props' like an identity card or wear overalls with a company logo. If you are expecting the caller, remember to check their identification very carefully against the letter you have been sent or the password you have agreed before you let them in.



**And, if you are in any doubt,
don't let them in.**

These official visitors should always arrange an appointment with you beforehand. If you are not expecting them and are alone, ask them to call back when you have someone with you.

STOP, CHAIN and CHECK

when someone calls to offer work.

.....

If someone calls at your door and offers to do repairs to your home or asks to come in so they can show you the products they are selling, you should do the following.

STOP: Check your back door (if you have one), lock it and take the key with you.

CHAIN: Put your door bar or chain on the front door – it's a useful barrier because they may try and pressure you.

CHECK: Check their details before you let them into your house. Do not agree to any work being done or sign a contract until after you have talked to someone else.



Bogus callers can also turn up as builders or gardeners and try to trick you into paying for unnecessary work. You should never agree to having work done by someone who is just passing, or take their word that work needs to be done at all. Do not be pressured into paying them before they do any work. Do not accept any offer from them to drive you to the bank to withdraw the money. If you think work needs to be done, get quotes from other companies (two or three should be enough) and also ask a friend or relative for a recommendation. You can check whether the company is not reputable by contacting your local council's trading standards office.

STOP, CHAIN and CHECK

when someone calls for urgent help.

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Some bogus callers call on older and vulnerable people saying they need help urgently. They may ask you to help them outside the house or ask to come in to make a phone call or have a glass of water.

STOP: Check your back door (if you have one), lock it and take the key with you.

CHAIN: Put your door bar or chain on the front door.

CHECK: Only go to help them if you have someone else with you. Don't worry if you choose not to help - it is not rude or unfriendly.



STOP, CHAIN and CHECK

when someone official calls at your door.

.....

If someone who looks official calls at your door, always do the following.

STOP: Before you answer, stop and think if you are expecting anyone. Check that your back door is closed and locked and take the key out.

CHAIN: Put the door bar or chain on. Look through the spyhole (if your door has one) or the window to see who it is. Always keep the bar or chain on while you are talking to the person on your doorstep.

CHECK: Ask for and carefully check their identity card, even if they have a prearranged appointment (all genuine callers will carry one). Do they look like the person on the card? Is the name the same one as that on your letter? Close the door while you do this. If you are not expecting them and they have not shown you an identity card, do not let them in until you have checked and double-checked that the caller is genuine.

You can do this in three ways.

1 Look up the phone number in the phone book and check it against the card the caller has given you. Do not be tempted to just ring the number on the card as it may be a fake.



2 Phone directory enquiries. It will help to check whether the company is genuine.

3 Look at a recent bill to check the phone number. You should also think about keeping a list of useful phone numbers, like gas, electricity and water services, in a handy place. Many now have free phone numbers to help you check the identity of their workers.

If, after these checks, you have any doubts about the caller, especially if they came unannounced, tell them to call back later when someone can be with you. You can also tell them to contact you by letter to arrange a more convenient time.

Only let them in when you are absolutely sure that they are genuine.

KEEP THEM OUT

if you have any doubts.

Genuine callers will always be happy to make an appointment to call and will carry an identity card with a photograph. They won't mind waiting if you want to phone and confirm their identity or want to rearrange the appointment.

REPORT BOGUS CALLERS

Bogus callers sometimes work in pairs or even teams. They are often well organised. One will distract the person while the other searches the house for money or other valuables. They can be men, women or children (or often a combination). Watch out for anyone who says they are in a hurry. Don't let them pressure or confuse you.

If you think a bogus caller has called at your door, report it to the police immediately – dial 999 and tell them what has happened. Try to give the police a description of the person. While they are on their way, tell a neighbour, caretaker or Neighbourhood Watch representative just in case they try at other homes in the area. The earlier the police know that

bogus callers are working in the area, the quicker they can investigate.



WORKING TOGETHER TO HELP YOU

Local councils, health workers, the police, and gas, water and electricity companies, with groups such as Age Concern and National Neighbourhood Watch, are all working together to reduce this crime even more.

Crime against older people is rare. The advice in this leaflet will help to protect you, your family and friends and stop this crime so you can live safely and securely in your home.



Remember though, most callers to your home will be genuine.

PASSWORDS

The gas, water and electricity companies, and some councils, now have a password system for older and vulnerable customers. Customers give the company a word which is confidential to them and the company. When their representative calls, they will be expected to tell the customer the password to prove they are genuine. Many companies offer special services to help you even more. Please contact your gas, water and electricity suppliers, or other utilities, to find out more.



DOOR BARS and CHAINS

If you haven't already got a door bar fitted, you should think about getting one. It only costs a few pounds and is easier to use than a chain.

If you have a PVC door, bars can sometimes be difficult to fit. Check with the manufacturer before you buy a PVC door, and always ask for a bar to be fitted.

A door bar or chain acts as a useful barrier when talking to unexpected callers. It is a worthwhile investment.

Only put your door bar or chain on when you answer the door. Don't keep it on all the time in case you need to get out in an emergency.





How can you help me?

When you see our TrustMark logo, you know that:

- our approved scheme operators have checked the firm's technical skills, trading record and financial position;
- the firm has signed up to a code of practice that includes insurance, good health and safety practices, and customer care;
- our approved scheme operators have checked and will continue to monitor their quality of work, trading practices and customer satisfaction;
- the firm will tell you about any building regulations you must meet, and may be able to give you the certificates you need;
- if you have a problem or disagreement with the firm, there will be a clear and user-friendly complaints procedure to help sort out the problem; and
- if the firm doesn't automatically provide insurance cover, you will have the option to buy a warranty in case it goes out of business.

In return, you are expected to deal fairly with the firm, agree a fair price for good work and pay quickly when the job is finished.

Find out more!

If you want to know how to choose a reputable firm to carry out work on your home, visit:

www.trustmark.org.uk



For consumer advice phone Consumer Direct on:

08454 04 05 06



At last...



...a way to find reliable firms to carry out repairs and improvements to your home.

www.trustmark.org.uk



We are here to help you

We are a new scheme supported by the Government, consumer groups and the building industry. We can help you find reputable firms to do repairs, maintenance and improvement work in your home or garden.

If a firm displays our TrustMark logo, you know that a trade association or other certification organisation that we have approved has checked the firm and found that it meets certain standards the Government has set.

For peace of mind, look out for our logo the next time you need a tradesperson. It's a sign that you've chosen a firm you can trust.

“TrustMark is your route to a job well done.”

What is TrustMark?

Are you worried about picking names at random out of the phone book when you need work done on your home or garden? Well, now we offer you an alternative – TrustMark.

Through TrustMark, the Government, the building industry and consumer groups are working together to stamp out rogue traders. We can help you find reputable firms to carry out repairs, maintenance or improvement work in your home or garden, rather than simply hope for the best.

We include representatives from leading trade associations and independent certification organisations, as well as trusted consumer organisations like Trading Standards and Which?

Figures from the Office of Fair Trading show the need for our service. Last year there were more complaints about poor home-improvement work than second-hand car dealers! This means 111,000 people now have their own building horror story to tell.

***If you want
a good job done,
don't leave it to luck –
trust the TrustMark!***



How to find a reliable tradesperson

If you have access to the internet, follow these eight easy steps.

- 1 Visit our website at www.trustmark.org.uk.
- 2 Read the 'Essential Advice' before you hire a tradesperson.
- 3 Click on 'Find a registered firm'.
- 4 Choose the trade – such as electrician, plumber, glazier or general builder – that you need from the list.
- 5 You will be shown a list of trade associations and independent certification organisations (known as 'approved scheme operators') who have TrustMark-registered firms qualified to carry out this sort of work.
- 6 Click on the name of any approved scheme operator to see a description of what they do, the standards they expect of their members and the service they offer people.
- 7 Click on their details, and this will take you straight to the approved scheme operator's own website.
- 8 You can then use the approved scheme operator's own database to find a TrustMark-registered firm near you.

We do not provide a general consumer advice service. However, we are working closely with Consumer Direct, the Government's phone and on-line consumer advice service. They can provide clear, practical advice about your rights, choosing a tradesperson, and what to do if things go wrong.

Consumer Direct can't recommend individual firms, but they will give you contact details for approved scheme operators who have suitable TrustMark-registered tradespeople who can carry out the work you need doing. You can call them on **08454 04 05 06** or visit their website at www.consumerdirect.gov.uk.



Trading Standards Approved Traders



[Home Page](#) [Information for Consumers](#) [Information for Businesses](#)

Approved Businesses

You can search for a business by entering trade type and town in the search box.
Alternatively click on one of the trade categories below.

Find a Trader			
Trade Type (e.g. Plumbing):	Within:	of Post Code:	Find..
<input type="text"/>	25 miles <input type="button" value="v"/>	<input type="text"/>	
<p>Traders will be listed in proximity order, i.e. the nearest trader first. Alternatively use the advanced search to search by business name or town</p>			

Business Services

Accountancy, Book Keeping, Business Consultants, Business Support, Health and Safety Training, Photocopiers, Printing, Legal Services etc

Food and Drink

Food and Drink Retail, Places to Eat, Catering, Cake Making and Design

Home Exteriors

Building Maintenance, Cladding, Damp Proofing, Drains, Fencing, Guttering, Gardens, Roofing, Paving, Sheds, Animal Housing etc

Leisure, Travel and Accommodation

Animal Housing, Sheds, Bicycles, Cameras, Dogs, Flying Lessons, Garden Centres, Toys, Travel Agents etc

Motoring

Auto Electricians, Car Body Repairs, Car Hire, Car Sales, Driving Instructors, Motorcycle Sales and Servicing etc

Security and Fire Safety

Burglar Alarms, CCTV Systems, Door Entry Systems, Fire Equipment, First Aid Training, Locksmiths etc

Computers, I.T and the Internet

Computer Consultancy, Sales, Support, Training, Internet, Software Design, Web Design, etc

Home and Appliance Repairs

Appliance Repairs, Central Heating, Electricians, DIY, Home Improvements, Gas Servicing, Plumbing, Tool Hire etc

Home Interiors

Bathrooms, Bedrooms, Carpenter, Carpets, Cleaners, Decor, Double Glazing, Flooring, Kitchens, Painters, Windows etc

Mobility

Adaptions, Conversions/Mobility Products for the Disabled and Older Person

Retail

Clothing, Shoes, Convenience Stores, Food and Drink, Health and Beauty etc

Other Goods and Services

Catering, Estate Agents, Florists, Funeral Directors, Mortgage Consultants, Photographers, Weddings, Cleaning Services (incl wheelie bins), Dog Grooming, Banners and Flags etc



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[Information for Consumers](#)



[Information for Businesses](#)

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Trading Standards Approved Traders



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Let us take the headache out of finding traders you can trust. All the businesses on this web site have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way.

Buy With Confidence News:

Advertising Warning - Thank you

29th Oct, 2007

A number of our members were contacted by a business claiming to produce a directory on behalf of Trading Standards. Buy With Confidence directories are not out-sourced and this claim appears to be false. We would like to say thank you to those members who have contacted us to provide helpful information. The details have now been passed to the relevant Trading Standards Authority for consideration.

Find a Trader

Trade Type (e.g. Plumbing): Within: of Post Code:

25 miles Find..

Traders will be listed in proximity order, i.e. the nearest trader first.

Alternatively use the [advanced search](#) to search by business name or town

The Buy With Confidence and CustomerFirst schemes have [merged](#).

[Nationally recognised](#) by the Office of Fair Trading.



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[Information for Consumers](#)



[Information for Businesses](#)

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