

TS Alert Information

Sent By

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(MR 366333)

Message

A Consumer had a man knock on her door; this man was a trader and offered to coat the consumer's roof from the outside and have a surveyor to look at the roof from the outside. The resident of the house agreed to have this work done; someone came round and showed the consumer pictures of the roof. The trader did not give the consumer a notice of her right to cancel.

Normal tiled roofs have a life expectancy of 60-100 years. Their performance is unlikely to be improved by being painted with a water repellent paint.

Kent Trading Standards advise consumers to be wary when dealing with traders at their door. Consider carefully whether you do want the goods or services offered.

In most cases if you agree to buy anything costing over £35 from a trader at your door, the law gives you a 7 day "cooling off" period to change your mind. The trader must give you a written cancellation notice if you agree to have any work done. Failure to give this notice is a crime.

If you are considering work in or on your property it is always best to get at least a couple of quotes from traders. You can find reputable traders on the "Buy With Confidence" good trader scheme run by us. Our officers vet all traders on the scheme for trustworthiness and to ensure they comply with consumer protection laws. Or, ask for recommendations from friends or family.

To report any concerns you have or for details of Buy With Confidence traders call Trading Standards via Citizen Advice Consumer Service on 08454 040506. You can also visit www.buywithconfidence.gov.uk for a list of traders.

Expiry Date

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

M WALTERS

Date

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