

WHO CAN HELP ME?

To report a crime call **101** or in an emergency **999**.

If you have concerns about a purchase that you have made, contact Advice Direct Scotland on:

0808 164 6000.

For advice on how to Shut Out Scammers please visit:

www.scotland.police.uk/keep-safe/personal-safety/shut-out-scammers

or

www.tsscot.co.uk/priority-areas/doorstep-scammers

#ShutOutScammers

IT'S NOT EASY TO SPOT A ROGUE TRADER

They look trustworthy and seem genuine. They have a branded van, a website, look professional and even have online reviews. They might look like the real deal, but cowboy traders just want to scam you. Don't let scammers into your home.

Just say no.



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland



#ShutOutScammers

Find out how to protect yourself.
Visit: scotland.police.co.uk



HOW CAN YOU SPOT A ROGUE TRADER?

The most common types of work offered are roofing, driveways and gardening. They mainly operate during the spring and summer months when lots of people are looking to get work done around the house and garden.

They will:

- Offer to do small jobs cheaper than competitors. However, once started they claim that urgent and more expensive repair work is needed on your property when this is not the case.
- Claim they can start immediately and offer special discounted deals if you pay in cash now, trying to rush your decision.
- Complete similar work in your area to give you confidence in them. However, scammers have been known to finish one job in order to get into a local area. They then go on to scam, mislead and overcharge additional customers in the surrounding area.
- They can have a local telephone number and claim to have a local business premises. Telephone numbers can now be purchased and business units can be let short term. Scammers will often go to great lengths to make you believe they are local.

WHAT CAN YOU DO TO SHUT OUT THE SCAMMERS?

- If you don't want any cold callers, you can request a No Cold Calling sticker from your local Trading Standards office.
- Always ask for identification.
- Consult your local Trusted Trader Scheme via [approvedtrader.scot](https://www.approvedtrader.scot) and obtain three quotes for any maintenance work.
- Never feel pressured into making a decision on the spot. Any legitimate trader will be happy to return at a later date, use this time to research their business.
- Never agree to a trader starting work straight away and never hand over any money without seeing proper paperwork.
- Making sure that you understand the terms and conditions, including cancellation rights. Make use of your cooling off period to think about the proposed work.
- Never be afraid to say 'No thank you' and close the door.
- You can also sign up to the Neighbourhood Watch Scotland Alert system (<https://www.neighbourhoodwatchscotland.co.uk/sign-up-for-alerts>) to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland.