

Information on Cold Callers., known as Uninvited guests.

Say **NO** to Doorstep Callers.

Cold callers are opportunists who try to persuade you to have work done you do not need done or offer service you do not really want. These 'salespeople / traders' might show up unannounced and try to pressure you into getting work done on your house, like fixing your roof, driveway, gutters, or trees. They' will often claim they are just in the neighbourhood and can offer a super cheap price.

It is not illegal and does not require a licence.

However, the law states that a trader who ignores a resident's request to leave and not return commits a criminal offence under the provisions of [The Digital Markets, Competition and Consumers Act 2024](#).

You have every right to say NO thank you and close the door. It is not rude; you did not invite them to call or fix anything or take up a service.

If you do except their offer, ask yourself:

Do I really need the work done?

Do I know this person or company?

Can I afford it and should I not compare prices with other companies?

If you feel threatened or pressurised by the caller and he/she will not leave your property, then ring 999.

If you have been worried you have been a victim of doorstep crime or need advice ring Trading Standards via Citizens Advice on: **0808223 1133**.

To find the Right Trader for the work either speak to friends and family who can recommend a person who has done work for them or look at Trading Standards approved Trader Scheme on **www. traders4u.co.uk or speak.**