

Longwick/Ilmer/Owlswick, Little Meadle and Meadle NW Area Neighbourhood Watch Alert Notice 23 February 2025.

What is the law on door step cold calling?

Cold calling is the act of making uninvited visits to your home with the intention of selling goods or services. 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 can express your request not to receive visits from cold calling doorstep traders by taking part in our [no cold calling sticker scheme](#).

I noted on Facebook that some people stated that the cold callers ignored the NW sign or No to Doorstep. This does happen sometimes especially if they are actual trades people like Utilities etc Trading Standards advocates putting these signs up as they work most of the time. All Coordinators and members in a NW scheme should have NW sticker and No to Doorstep sticker signs in their window or door where they can be seen.

Any trader that puts you under pressure by falsely implying that you have to make a decision there and then, or that the "special price" is only available for a limited period in order to make you sign up, is committing a criminal offence.

In addition, if you pay or agree to pay over £42 for any services or goods that are sold to you in your home, then:

- You have fourteen days to cancel the agreement. If you cancel, any monies that you have paid should then be returned to you.
- The trader must give you a written notice of your cancellation rights when you agree the contract. If the trader does not provide you with this information, they commit a criminal offence and you are not bound by any agreement you enter into.

This protection applies even when you invite a trader to your home.

Here is who to contact if you are dealing with a rogue trader:

- If you feel threatened or in immediate danger: Call the Police on 999.
- If the trader is still there or expected to return soon: Call the Police on 101.
- For advice and to report the trader: Call [Citizens Advice consumer service](#) on 0808 223 1133 - they will pass the enquiry to the relevant Trading Standards service (weekdays, 9am to 5pm).

Traders who sell goods door to door are required to have a [Pedlar's Certificate](#) issued by the Police, except for cold calls offering services like home maintenance work. Please note a Pedlar's Certificate is not a guarantee of legitimacy.

Our advice is to always say "No thank you – please leave" and then immediately close the door. If the trader will not go away, tell them that you will call Trading Standards.

If you feel under real threat or in danger, you should contact the Police on **101** or if it is an emergency dial **999**.

Utility companies

The most likely people to visit your home unannounced are utility companies attending your property to read a meter. Most of these companies operate a password scheme allowing you to

register a password. Once you have registered your password, any caller from the company should be asked to provide the password before being given access to your property. You should be able to find the details for registering a password on your utility bills, or by calling their customer service teams.

Doorstep cold calling

Uninvited doorstep callers

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'll often claim they're just in the neighbourhood and can offer a super cheap price.

You may also encounter [Nottingham Knockers / Duster sellers](#) who claim to be part of a rehabilitation scheme and try to sell household cleaning products. Unfortunately, not only are they after selling you poor quality items at highly inflated prices they are also checking out suitable targets for details to be sold onwards to professional burglars.

Be aware:

- You probably do not even need the work done.
- They will try to pressure you to agree right away.
- The price might skyrocket once they start working.
- They might do a shoddy job or leave it unfinished after taking your money.

These scams especially target older folks and people who might be easily pressured.

Remember:

- Do not feel obligated to talk to them at all.
- If you do talk, do not agree to anything on the spot. Please note If you agree for the work to be carried out, they are legally required to give you a written notice explaining you have the right to a 14 day cooling off period.
- Get quotes from other companies before making a decision.
- Do not pay cash on your doorstep.

Even if you already paid for bad work, there might be ways to get help. Report the scammer to the authorities so they cannot trick others.

Phone fraud and nuisance callers

Each year, many people fall victim to fraudsters, intent on stealing personal and financial information.

Scams take many different forms, but the most common is for fraudsters to cold call. The fraudsters sound convincing, professional and may claim to represent a business you know, for example your bank. They may pressure you to act quickly, either because they want to trick you into believing you will miss a golden opportunity to make money or that you will suffer some sort of loss.

Never give personal or financial information out to anyone who cold calls you on the telephone. Be cautious and if in doubt, hang up. In all cases, if it seems too good to be true, it probably is.

Please keep safe.

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Area Coordinator