



Rogue Traders

This message is being sent on behalf of Trading Standards. All questions, concerns or reports should be directed to

T: 01992 555186 E: mohammed.islam@hertfordshire.gov.uk

Trading Standards have received reports of **rogue** traders operating in the Hitchin/Pirton area. The traders are offering tree cutting services and are making false claims that:

- they work for the council
- that residents are liable for trees outside of their boundary
- that neighbouring properties have already agreed for work to be carried out and there is a shared liability for the costs

They are carrying out poor quality work and not providing adequate health and safety measures for employees.

For contracts agreed at your home, you should receive paperwork before work starts. This should include the trader's name, address, contact details, full description of works and materials to be used, the cost (including whether VAT is included). Contracts over £42 have a 14 day cancellation period and this information should be provided at the time the contract is agreed.

Our advice is: Never buy goods or services at the door. Use personal recommendations to find a good trader but ensure they are from people you know, not just from a neighbourhood group. Or find a trustworthy, local trader using the Trading Standards scheme at www.hertfordshire.gov.uk/goodtrader or call us on [01707 292429](tel:01707292429).

For more advice, or to ask for help from Trading Standards call the Citizens Advice Consumer helpline on 0808 223 1133. Report frauds to the police by contacting Action Fraud on 0300 123 2040. Call the police on 999 if the trader is aggressive or starts work without your agreement. Please look out for any vulnerable neighbours and report concerns to us.



Regards,

Mohammed Islam

**Trading Standards Officer
Hertfordshire County Council**

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If post is confidential or sensitive, please mark the envelope
"*Addressee Only*"

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