

Your home should be a safe place. Most callers to your home will be people you know, but you need to be careful when people you don't know call at your door.

Rogue traders operate in many ways using door knocking or leafleting to generate business. They will offer work at a 'bargain' price which may then escalate when work begins.

The traders may try to frighten residents into having work carried out, for example, 'your chimney is dangerous', 'your roof tiles are loose' and 'that tree needs cutting back. Should you agree work may not be completed at all, or may be of a poor standard. The following tips may be helpful to prevent you being caught out:



- Never agree to household repairs or maintenance from traders who just knock at your door.
- Always obtain two or three quotations before agreeing to enter into a contract.
- Never pay the full amount before work is completed. You may be asked for a deposit but this should be a small percentage of the total cost
- If you need household repairs or maintenance carried out use a reputable trader. Age Concern Thurrock, while it cannot recommend traders, may be able to help you to find someone.



Be safe at the cash machine

- Be careful when using the cash machine. Before you use it check that it has not been tampered with.
- Make sure no one is standing too close to you.
- If you can, use a cash machine during the day. At night, use one in a brightly lit area or one inside the bank.
- If you can, go with friends or someone you trust.
- Only take out enough money for what you need.
- Keep some money in your wallet or purse and some in your pocket

Be safe on the telephone

- Do not give your name and phone number when you answer the phone.
- Do not say you are alone.
- If someone phones and tries to sell you things that you don't want, say 'No' and put the phone down.
- If someone becomes abusive over the phone, say nothing and put the phone down.
- If you keep getting abusive phone calls tell the police.



Age Concern Thurrock is a registered charity no 1000274

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