



Unwanted tradespeople and Cold Calling Control Zones

Some years ago, we were contacted by residents concerned about Cold Callers who wondered if it would be possible to have Cold Calling Control Zones in the Parish.

We looked into this with Trading Standards and were advised that if people reported incidents of cold calling, they could then take steps to establish a Zone. Although we passed this information on it appears that this wasn't followed up and so nothing happened

Now there have been some serious new developments. Over the last year or so one of our residents has seen increasing evidence of aggravated cold calling. Visits by the same companies over and over again on targeted individuals, especially those living alone and/or vulnerable, harassing them into agreeing to overpriced work, the cost of which can run into thousands of pounds.

He emphasises that this type of harassment is not by the vast majority of legitimate companies that cold call, but by the 5% or so of companies that operate outside or in the grey area of the law and says:

"To say that this 5% have been prolific in our area, would be an understatement!!" and continues:

"This is how they work.

They arrive on our estate first thing in the morning, generally on week days but also sometimes on Saturday. One or two vans will patrol our estate all day, looking to catch people emerging from properties, or simply to cold call. Once they target an individual property, they will repeatedly call back. They will revisit between 3 and 6 times, each time upping the pressure and eventually becoming aggressive or even threatening. They are known to target vulnerable people.

Often the work is not required in the first instance and it may well be overpriced. It is usually outdoor projects they are seeking. In terms of value, each project is between approximately £5,000 to £15,000. Bearing in mind the amount of work carried out this last year, the figures involved are staggering. I guess this explains why they are so persistently focused on our area."

Having spoken to a lot of his neighbours, Alwoodley's first Cold Calling Control Zone will shortly be established in his street. He has offered to talk to individuals about this and if you email us your details, we can put you in touch with him.

Obviously, it follows that with more streets becoming part of the scheme, the less attractive our area will be to this type of exploitation. The Parish Council encourages people to contact Trading Standards so that Zones can be set up in their streets.

You can read more about this type of harassment on the West Yorkshire Trading Standards website here <https://www.tradingstandards.uk/news-policy/news-room/2017/west-yorkshire-trading-standards-keep-safe-from-rogue-traders>

The Parish Council will be inviting a representative from Trading Standards to speak at our Annual Parish Meeting in April.

In the meantime, there are some stickers you can use on doors or windows which can be picked up at either Alwoodley Park News or the chemists on The Avenue or you can download and print one here.

The Consumer Protection from
Unfair Trading Regulations 2008

WARNING

**We do not deal with
uninvited traders**

**PLEASE LEAVE
AND
DO NOT RETURN**

Failure to do so is a
criminal offence

 trading standards
institute

