

YOUR HOME YOUR RIGHT TO SAY

NO!



TO UNINVITED TRADERS AND NUISANCE CALLERS



South Wales
Police and Crime Commissioner
Comisiynydd yr Heddlu a Throseddau
De Cymru



HEDDLU DE CYMRU • SOUTH WALES POLICE

RHIF DI-ARGYFWNG
24 AWR YR HEDDLU
FFONIWCH 999 MEWN
ARGYFWNG BOB AMSER

 **101**

POLICE 24 HOUR NON-
EMERGENCY NUMBER
IN AN EMERGENCY
ALWAYS CALL 999

96% OF PEOPLE SAID THEY DID NOT WANT DOORSTEP SELLERS CALLING*

The Police and Crime Commissioner for South Wales is working with partner agencies and communities in South Wales to tackle door step crime. As part of this work we are providing you with this booklet and sticker, which we hope you find useful.

There are people with genuine reasons to call at your door, such as political party representatives, emergency services or NHS personnel, but we know that many people feel irritated and intimidated by uninvited traders trying to sell goods or services.

In the booklet there is information on your rights and contact information for further advice and support if you need it. The sticker can be displayed on your front door or window to make it clear that you do not welcome unwanted doorstep sellers. We hope the sticker will deter them from disturbing you and give you the confidence to turn them away.

**National Trading Standard Institute survey of over 8,000 people*



Wales Heads of Trading Standards
Improving Trading Standards in Wales





KNOW YOUR RIGHTS...

You can say no – you can ask them to leave

- 1. Check them all and make a call** - If you believe the person or persons at your front door is there for a genuine purpose, ask for photographic identification and check the details with the company they are representing.
- 2. Take your time** - Don't feel pushed or rushed into agreeing to purchase a service or goods on your doorstep, and please do not pay for work before it is completed. The cancellation period for buying goods on your doorstep is 14 calendar days after the delivery of the goods or commencement of the service, there are exceptions for bespoke products and emergency repairs. If the service starts immediately, you can still cancel within the 14 days cooling-off period but you may not get a full refund. If permission hasn't been given to start work there is no requirement to pay.
- 3. Report it!** - By displaying the door sticker provided you are clearly stating that you do not wish to receive uninvited callers, and failure to leave when asked can be an offence. So, if an uninvited trader or nuisance caller persists; if you believe you have been scammed or; a doorstep caller has acted suspiciously, please contact the Police by dialling ☎ **101** to report your concerns. Please always dial ☎ **999** in an emergency.

USEFUL CONTACTS

NATIONAL TRADING STANDARDS

National Trading Standards consumer helpline ☎ **03454 040506**



CARE & REPAIR

Charity working to ensure that all older people have homes that are safe, secure and appropriate to their needs. ☎ **0300 111 3333**
📞 **www.careandrepair.org.uk**



AGE CYMRU

For advice or information on anything from health to housing, please call our free helpline. ☎ **0800 169 2081**
📞 **www.ageuk.org.uk**



NEIGHBOURHOOD WATCH

For information on your local neighbourhood watch call or visit our website. ☎ **0116 402 6111**
📞 **www.ourwatch.org.uk**



GET SAFE ONLINE

For advice on protecting you and your family online. 📞 **www.getsafeonline.org**



KEEP SAFE CYMRU

Assisting anyone in the South Wales Police force area with a learning disability, dementia, mental ill-health or communication need. 📞 **www.south-wales.police.uk**



WELSH WATER

Will be able to tell you if there is work going on in your area and if an engineer has been assigned to call at your home. ☎ **0800 052 0130**



No matter who your gas or electricity supplier is you can find out if work is going on in your area or if an engineer has been assigned to call at your home by contacting:

WALES AND WEST UTILITIES

For information regarding your gas supply please call ☎ **0800 912 29 99**



WESTERN POWER DISTRIBUTION

For information regarding your electricity supply call ☎ **0800 096 30 80**



For more information on this campaign please visit 📞 **www.southwalescommissioner.wales**

🐦 **@commissionersw** 📘 **South Wales Police**

South Wales Police and Crime Commissioner,
Ty Mogannwg, Police Headquarters, Bridgend, CF31 3SU