

Beginning of DVD

For many years Wiltshire council's Trading Standards has investigated incidents of rogue trading.

Rogue traders are those who call at homes with the intention to steal or cheat. Some offer to do work, others merely trick their way in to steal. They have no compassion and think of themselves as professionals. They target elderly and vulnerable people and take substantial amounts of money from them. By following the advice in this video we hope you will feel more confident to deal with door step traders and avoid becoming a victim.

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- Always keep your doors locked even if you are inside the house.
 - Keep purses and wallets out of sight and not near the door.
 - Check you have locked your back door before going to answer the front door.
 - Put the security chain on the door before you open it. If you don't have a security chain, get one fitted.
 - If someone is trying to sell you something BE FIRM. Don't be bullied or charmed into something you don't really want. Remember, it is **your** right to shut **your** door.
 - If you can see their car or van number plate from inside the house make a note of it.

- Ring Consumer Direct to report them. They may not be rogue traders but this sort of information can help to stop the real rogues.

Remember, if you have any suspicions, want advice or feel you may have already been the victim of a rogue trader, please call Consumer Direct on 08454 04 05 06 or call Wiltshire Police on 101.

Or if you feel threatened call 999.

All calls to Consumer Direct are kept confidential.

And finally

Did you know, that if someone is the victim of a rogue trader they are more likely to be targeted again, so please help us catch these despicable people who prey on the elderly and vulnerable, report them to Consumer Direct.