



News Release

PR 3691

23 November 2009

Dealing with builders after the floods

People in Cumbria are being warned to exercise caution when hiring tradesmen to help with repairs to their homes in the aftermath of recent flooding.

Cumbria Trading Standards is issuing the following advice to help householders avoid being ripped off by rogue builders who may be cold-calling in the county:

If you have buildings insurance, contact your insurance provider prior to any work commencing and then follow their advice.

If you don't have insurance, we strongly advise that you only deal with reputable local traders. Rogue traders and builders may cold-call to your home and will often use clever tactics to get you to agree to having work carried out.

If you are unsure of the trader do not deal with them. If you feel threatened or the trader is aggressive contact the police on 0845 330 0247.

If you have concerns about a possible rogue trader please report them to the Consumer Direct helpline 0845 404 0506.

If you agree to work being carried out, you should receive from the person you are dealing with:

- A written notice of cancellation rights
- A seven day cancellation period

If you have concerns about a contract with a trader please seek advice from the Consumer Direct helpline 0845 404 0506

For more assistance and information on local tradesmen contact Cumbria Chamber of Trade (cumbriachamber.co.uk) or your local Age Concern office who may be able to provide a list of reputable handymen.

ENDS

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