

National Rogue Trader Week - fun quiz



This quiz has been designed to raise awareness of doorstep crime and to help make people aware of their rights.

Know your rights if you have work done on your home, such as gardening, building or general repairs.

Test your knowledge:

1. You have a right to cancel a contract you've entered into at home. True or false?
2. You must be given written information on how to cancel any contract you enter into at home. True or false?
3. How many days do you have to cancel the contract - 7, 10 or 14 days?
4. Can you cancel a contract once the work has started?
DO NOT PRINT
5. You spot a couple of men up a ladder on your elderly neighbour's roof. What would you do?
 - a) Ignore it?
 - b) Have a word with the men and ask them what they are doing?
 - c) Speak with your neighbour to see if they are happy with the work?
 - d) Make a note of descriptions of the people, and any vehicle they may be using, and call the police or pass this information on to Crimestoppers?

Turn over for the answers and more information

Answers to the quiz and information about doorstep crime and rogue traders



1. **True.** Traders must give a consumer a 'Notice of Right to Cancel', which allows the consumer a cooling off period to cancel the contract without penalty. The cooling off period is 14 days. Work can only start before the cancellation period ends if the consumer and trader agree. In this situation the trader must get the consumer's written agreement - ticking a box does not amount to a written agreement.
2. **True.** A trader must give a written copy explaining your rights to cancel for any contract that you take up in your home over the value of £35.
3. From 13th June 2014, the cooling off period increased from 7 days to 14 days. This cooling off period allows you to change your mind and cancel the contract. No work should start before this time.
4. Yes, you can cancel a contract once work has started but only if you are still within the cancellation period.

5. **Never ignore it.** You should speak to your neighbour or their workers – even if you don't know them it's your opportunity to be a good neighbour and check they are happy with the situation. Always make a note of the description of the workers and their vehicles.

If you have any suspicions or are concerned about door-to-door sales or other cold callers, call the police on 101. If you think a crime is in progress always call 999.

Did you also know....?

- A trader breaks the law if they visit your home and refuse to leave when requested to do so.
- Claiming a product is available for a limited time to pressure a sale is illegal.
- Inaccurately claiming you are at risk if you don't buy goods is illegal.

Always **call 999** if you think a crime is in progress
Call 101 if it's not an emergency
www.avonandsomerset.police.uk

