RUCKINGE MONTHLY NEWSLETTER SEPTEMBER 2025

I am very grateful to the Ruckinge Clerk, Emily who has worked tirelessly to rectify a technical hitch with these reports and we are now all up and running again.
As we move from summer into autumn and then towards winter one constant problem arises in communities.

ROGUE TRADERS

Please please never ever agree to any unsolicited work on your doorstep no matter how attractive and cheap the price quoted it.

“Clean your gutters for £50 becomes £250 and then these criminals loosen a tile or two and sprinkle water from a bottle in their pocket to panic the householder into needless roof repairs.

These criminals are pure evil and will look for our vulnerable, disabled and elderly especially if they live alone.

These criminals often become very pushy and can become aggressive.

Refuse politely and close your door. Call 999 immediately giving as much a description of the persons and any vehicles. The smallest detail will help.

Do not shout out “ Do not trouble Mary at number 7 because she is partially blind” You may think you are helping Mary you are not. The only certain thing is on Mary’s doorstep the conversation will start “Hello Mary your neighbour at 3 says you will need help due to your poor eyesight. We do a special rate for the disabled” And BANG they are in!!
As I write this, I can see the faces of the people I have sat with who have been taken and paid hundreds even thousands to these criminals.

If they clear rubbish or trees they have pruned, they will dump the waste nearby and that is fly tipping and that will come back to you!
I have posted some information here and please take the time to read it.

Stay safe, secure, alert and vigilant
Peter

Peter New. (peternew1@aol.com)
Community Neighbourhood Watch
To join RUCKINGE NEIGHBOURHOOD WATCH (all free) just email me

Kent Fraud Alert System





Rogue Trader Alert

Over the past week we have received reports of victim's being subject of these types of offences from Sheerness, Romney Marsh, Ashford, Sevenoaks, Maidstone and Faversham.

Many reports involved cold callers offering to conduct (unnecessary) work and then stating that they had found more non-existent problems.

They have been touting for Roof work, gardening and cleaning gutters etc.

These types of offences are not isolated to any individual locations and are taking place across the county.

Remember –

- Never deal with cold callers.
- Always obtain at least three written quotes and never agree to work on your doorstep, no matter how tempting the offer.
- Ask family and friends for recommendations.
- Agree payment arrangements and start and finish dates in writing beforehand.
- Never pay in full until you are completely satisfied with the work.



If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

For further information about Fraud, visit our website at Advice about fraud | Kent Police

You will also find valuable information from the Home Office at Stop! Think Fraud - How to stay safe from scams

Kent Police

Report a non-urgent crime online **www.kent.police.uk/report**
Talk to us on LiveChat – available 24/7 **www.kent.police.uk/contact**
In an emergency, if crime is in progress or life is in danger call **999**
If you have a hearing or speech impairment, use our textphone service **18000**.
Or text us on 999 if you've pre-registered with the emergency SMS service.

www.kent.police.uk

Protect yourself and others against rogue traders

Most people who call at your home are genuine. But sometimes people may turn up unannounced and try to sell you services or items you do not want or need or carry out unnecessary repairs to your home at inflated prices.

If you're concerned about someone calling at your home, **don't open your door**.

You can:

- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine
- Ask the visitor to return another time when someone can be with you
- Get three written quotes
- Ask family and friends for recommendations
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work.

Pressurised selling on your doorstep is a crime and you can report it:

- **kent.gov.uk/tradingstandards** or call 0808 223 1133
- For advice: **citizensadvice.org.uk/consumer**

For more information and advice visit **kent.police.uk/fraud** or email **KFAS@ecis.police.uk**

Preventing fraud

Together, let's stop scammers.

Remember, ABC:

never **A**ssume

never **B**elieve

always **C**onfirm



Call 159

If you have paid money or shared bank details, contact your bank's fraud team straight away.

Call 159 for the bank hotline. This number connects you directly to your bank.

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Dealing with **rogue traders**

1. Research different companies and compare quotes so you know how much you would be expected to pay for a job. Rogue traders will often charge extortionate prices for simple jobs.
2. Be wary of leaflets that are posted through your door offering services. Rogue traders will often have incorrect business addresses, and be only contactable by mobile numbers. Ask for identification and take vehicle registrations down and do not be afraid to ask for references.
3. Make sure a quote is obtained in writing for the exact work to be completed. Do not give traders an opportunity to subtly damage your property to charge extra (take pictures before and after a quotation if physical inspection is required). Rogue traders like to bill you for items you have not requested.
4. Avoid paying money up front and insist in a bank transfer from your bank to theirs using a sort code and account number; do not give them your card details. Avoid paying in cash.
5. If you feel something is wrong, do not continue with the work. Trust your instincts. Ask a friend or relative for advice and take your time to make a decision. Rogue traders will try and pressure you into a sale.

Reporting to **Trading Standards**

Kent County Council kent.gov.uk

If you think a business has broken the law or acted unfairly, you can report them to Trading Standards.

Trading Standards use the information you give them to investigate unfair trading and illegal business activity, like rogue traders and scams.

Trading Standards can take businesses to court or stop them operating, but they won't help you fix your problem – for example, they can't help you get a refund.

kent.gov.uk/business/trading-standards

Safe Local Traders

TRADING STANDARDS CHECKED

www.kent.gov.uk/tschecked

Trading Standards Checked is Kent County Council's (KCC) safe traders scheme for businesses in the home improvement sector. Together with Kent Police and our members, we aim to prevent financial abuse, stop doorstep criminals and protect residents, especially the vulnerable, from criminal and rogue traders.

Trading Standards Checked carries out thorough checks on traders and is the only scheme vetted by Kent Trading Standards – **tschecked.kent.gov.uk**

Kent Police

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