

Resident  
13 Riverview Drive  
Upton  
Norwich  
Norfolk  
NR13 6BHPlease ask for: Stephen Maunder  
Contact No: 01603 638078Your ref:  
My ref:SAM/SJW/SR69889  
1 November 2017

Dear Sir/Madam

**Doorstep Rogue Trading - No Cold Calling Zone**

I have received an application form to set up a No Cold Calling Zone in the whole of Upton from Pauline James as Clerk to the Parish Council.

A No Cold Calling Zone is a designated area where the resident community declare they no longer wish to accept traders calling at their homes without an appointment.

Signs are erected at the entrance and exit of the areas, to warn potential uninvited callers that they are not welcome. Residents are given door stickers and advice/information packs ensuring they are able to deal with callers who ignore the warnings.

No Cold Calling Zones are a deterrent to unscrupulous traders. The last thing a doorstep rogue trader wants is to be identified. If a trader knows that a specific area will be particularly unwelcoming and potentially their description and vehicle details may be recorded – they are more likely to avoid it.

Residents from within established No Cold Calling Zones report feeling safer and more confident in their homes.

Please note, these zones are not intended to deter genuine charities, religious or political canvassers, but we hope these organisations will recognise residents wishes not to be cold called.

I would be grateful therefore if you take some time to read the enclosed information and return the enclosed voting slip to me, indicating whether or not you are in favour of having a No Cold Calling Zone. A pre-paid envelope is enclosed.

Contd...

In order for Norfolk County Council Trading Standards Service to support the setting up of the zone we need to establish that a significant majority of residents are in favour of their area being designated a No Cold Calling Zone. Therefore your vote is important.

If you have any queries please address them initially to Pauline James who has agreed to be the coordinator for the proposed zone.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S Maunder', written in a cursive style.

**Stephen Maunder**  
**Community Protection Officer**  
**Trading Standards Service**

Enc DRT Factsheet ADV 10  
Voting slip  
Pre paid envelope  
ADV43

# Consumer Advice Fact Sheet

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## Essential Information for Consumers

### Doorstep Rogue Traders and Bogus Callers

- Have you had people knocking at your door without an invitation?
- Are they selling something like power tools or even foodstuffs for example fish?
- Are they offering to carry out work on your house or garden?
- Do they want to give you some 'spare' tarmac?
- Have they pointed out a problem with your roof?

#### Traders such as these are not offering you a bargain

We are often in receipt of complaints where such visits have resulted in the loss of large sums of money. Examples include:

- The quoted prices for work bear no relation to the final price they will demand
- The quality of work is often very poor
- Some traders actually damage property to create a need for a repair
- The items sold may not have a verified history and maybe stolen, counterfeit and even unsafe

These kinds of traders often ignore their obligation to give you cancellation rights and they will often be extremely difficult or impossible to trace after they have left.

Some traders will offer to take you to the bank in order for you to pay.

#### The best advice is not to deal with anyone who simply turns up at your door

When you have work that needs doing, shop around, ask friends and get quotes from several traders.

But if someone does call and you can't ignore them follow these steps:

- Make sure your back door is locked
- Use your spy hole or window to check if you recognise the caller. Ask yourself am I expecting anyone?
- If you do not recognise the caller speak through the closed door. If you must open the door use the door chain or bar first
- If the caller is selling something or offering work on your house or garden tell them you are not interested and ask them to go

 **Norfolk County Council**  
at your service

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- If they do not leave tell them you will call the Police
- If necessary ring the Police
- If the caller seems to have a valid reason for knocking – ask for identification. Take it from the person (through the letter box if necessary) and look at it carefully
- Ring the company or organisation the caller claims to be from (use the phone book) to confirm their identity
- Listen to any doubts you or others may have
- If in any doubt keep them out

Please report all such instances to Norfolk County Council Trading Standards on 03454 04 05 06 or tell someone who can report it on your behalf. We want to know about what is happening throughout Norfolk so we can offer help and assistance where it is needed. There are also possible criminal offences that we and/or the Police may be able to investigate.

For further information or advice, call Citizens Advice consumer helpline (working in partnership with Norfolk County Council Trading Standards) on:

**03454 04 05 06**

(website: [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer))



If you need this advice sheet in large print, audio, Braille, alternative format or in a different language please contact Trading Standards on 0344 800 8020 and we will do our best to help.

# Consumer Advice Fact Sheet

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## Essential Information for Consumers

### Frequently asked questions about No Cold Calling Zones

#### **What is a No Cold Calling Zone?**

It is a designated area where the resident community declares they no longer wish to accept traders calling at their homes without an appointment. The zone is designated where possible via the erection of signs and reinforced by door stickers.

#### **Can anyone apply for a No Cold Calling Zone?**

Yes anyone can apply. In addition to residents, requests come from a variety of people such as Homewatch Coordinators; Sheltered Housing Managers; Police Community Support Officers and Councillors.

#### **Will Norfolk Trading Standards agree to all applications?**

No. Zones are designed to protect residents (especially the vulnerable) from being targeted by unscrupulous traders. They are not merely to save residents from the inconvenience of answering the door.

For Norfolk Trading Standards to support an application for a zone it is vital that the zone is a necessary and proportionate response to ongoing problems with doorstep traders. Large village based zones, or ones which are not tailored to a specific identified problem are unlikely to be proportionate and therefore are likely to be refused.

Part of the application procedure includes asking all residents in the proposed zone to vote on the proposal. It is important that a significant majority if not all of the residents are in favour of having a zone. If not, Norfolk County Council Trading Standards would be unable to support the application.

#### **Will it cost us anything?**

The signs and the packs are provide free of charge by Norfolk County Council Trading Standards Service. We also arrange for the erection of the signs.

#### **Is it against the law for traders to knock on doors in a No Cold Calling Zone?**

No. There is no law preventing cold calling. But they may commit an offence if a trader refuses to leave or returns having been requested to leave by the resident.



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Legal opinion has stated that the displaying of a 'No Cold Callers' sticker on individual houses in a prominent position can be deemed to be a 'request to leave'. This last point has yet to be tested in the courts.

**Do they work?**

No Cold Calling Zones are a deterrent to unscrupulous traders. Such traders and bogus callers do not want to be recognised as working within an area. If they think that their details and their vehicle number will be noted and passed on to the authorities they are more likely to avoid that area.

**Will a No Cold Calling Zone stop charity bags or collectors?**

No. The primary aim of a No Cold Calling Zone is to protect the safety of residents by stopping rogue traders or bogus callers calling on residents. They are not designed to stop things being put through the letterbox, as this does not involve knocking on the door. Additionally, they are not aimed at charity collectors etc. The charity collector may decide to avoid such an area as they may not get a favourable response.

**What happens if a trader does cold call in an established zone?**

Where possible, Norfolk County Council Trading Standards will follow up any reported incidents. This may be limited to reminding traders that they should respect No Cold Calling Zones but may involve formal enquiries where appropriate.

**What should I do if I get a cold caller?**

Record as much information as possible. For example name and address of the trader, what they are selling, description of the caller, description and registration number of their vehicle, how they reacted when they were informed that they were in a no cold calling zone. This information can either be passed direct to the Citizens Advice consumer helpline, our partner organisation by calling 08454 04 05 06 or to the co-ordinator of the zone.

**Will I be told what happens about the incident?**

This is unlikely unless the Trading Standards Officer needs more information from you.

**Will Trading Standards Officers come out and speak to the trader?**

This is unlikely to happen, unless there is an urgent community safety need.

**Will I get a No Cold Callers door sticker?**

Yes. If and when the zone is launched we will give every resident a pack which contains a door sticker, along with useful information and advice.

**Do I have to display the sticker when there is a sign in the street indicating that the area is a No Cold Calling Zone?**

It is advisable to display the sticker as unfortunately not all traders respect the street signs. Some businesses appear to take the view that if a resident is not displaying a door sticker, they are not in agreement with the no cold calling zone and therefore they think that it is acceptable to knock on their door.

For further information or advice, call Citizens Advice consumer helpline (working in partnership with Norfolk County Council Trading Standards) on:

**08454 04 05 06**

(website: [www.adviceguide.org.uk/consumer](http://www.adviceguide.org.uk/consumer))