

How to Avoid Rogue Traders

Use this checklist whenever you get quotes for work on your home.

1. Before agreeing to any work

- ☐ Ask for a written quote
- ☐ Request a full breakdown of costs
- ☐ Get at least three quotes for comparison
- ☐ Check whether the trader is insured
- ☐ Confirm they have a registered business address

2. Check their credentials

- ☐ Ask for ID and verify the business name
- ☐ Look up their company online
- ☐ Search for reviews on multiple platforms
- ☐ Check for certifications relevant to the trade
- ☐ Confirm there are no complaints recorded with regulators

3. Do your due diligence

- ☐ Check them with Trading Standards or Citizens Advice
- ☐ Verify they're listed on trusted trade bodies (e.g. TrustMark, Gas Safe, NICEIC)
- ☐ Confirm they follow proper safety procedures

4. Protect yourself during the quote

- ☐ Never pay cash upfront
- ☐ Avoid letting them start work immediately if you didn't request them
- ☐ Be wary of anyone pressuring you to decide on the spot
- ☐ Don't sign anything unclear or incomplete
- ☐ Keep records of quotes, names, dates and phone numbers

5. If you feel at risk or unsure

- ☐ Tell them you need time to think
- ☐ Go back inside and close your door
- ☐ Call a trusted family member, neighbour or friend
- ☐ Report concerns to Citizens Advice or Trading Standards
- ☐ If threatened or intimidated, call 999 immediately