

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