Want to report a doorstep criminal

Roofing doorstep criminals targeting Kent residents

We are reminding residents to be on guard against doorstep criminals following suspicious activity in Tunbridge Wells.

What happened:
maintenance to her property.

- He told her he was working at a nearby building site and offered to clean her gutters for £30.
- Once up a ladder, the man claimed there were loose roof tiles which needed replacing and that it would cost £200.
- He returned a couple of days later with two other men and the price for the work kept going up.
- The victim eventually paid £550.

What to do:

- ALWAYS refuse on the spot repairs.
- Don't allow anyone to pressure you into having work done. If you ask them to leave and they don't, contact the police on 999.
- Legitimate traders would never ask you to go to the bank or cash point.
- Use reputable traders who are members of the KCC Trading Standards approved trader scheme, run in partnership with Checkatrade
- Ask for quotes in writing and check that the tradesperson is from the company they say they are from

Warn vulnerable family members, friends and neighbours living in the area.

If you feel afraid or threatened by a doorstep caller, phone 999.

Please report any suspicious doorstep callers to us.

Report it

Help keep your community safe. Report doorstep criminals as soon as you see them or tell your local Community Warden or Police Officer.

Even if you're not sure if they are a criminal tell us anyway, we want to know.
You can view our Privacy Notice at any time. It explains what personal data we hold about you, how we collect the data and how we may use and share information about you. We are required to give this information under the data protection law.

Contact Details

For advice and to report issues to KCC Trading Standards contact Citizens Advice consumer service on 03454 04 05 06 Monday to Friday from 9am to 5pm.

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