



Warning From Trading Standards About Home Insulation Schemes

East Sussex Trading Standards are warning residents to be vigilant about companies who are cold calling and claiming to offer a home insulation scheme which is supported by East Sussex County Council. However, it is possible that similar improper approaches may be made anywhere across the county.

It is not in the remit for East Sussex County Council to support schemes that involve cold calling, and companies claiming that they do are misleading residents and may be breaking the law.

This warning follows a spate of recent complaints from residents in Hastings about cold callers falsely offering an ESCC supported insulation scheme, but incidents may also be occurring elsewhere.

Grants may be available for home insulation for households that qualify. For further information on the current East Sussex schemes available please visit www.warmeastsussex.org.uk.

Trading Standards advise residents to be very wary of all unsolicited telephone calls, text messages, emails and knocks on the door.

For unsolicited visits to your property: Never agree to have work done or part with money on your doorstep. Research the trader and always get written quotes from at least three traders for any work. Remember that you have 14 days to cancel any purchase of goods or services over £42 that you make in your home.

For consumer advice, or to report a concern to Trading Standards, contact the Citizens Advice consumer helpline on 03454 040506.

If you, or someone you know, is vulnerable and has been a victim of fraud contact Sussex Police on 101.

To report fraud or attempted fraud, visit www.actionfraud.police.uk or call 0300 123 2040.

To contact Sussex Neighbourhood Watch please E-mail enquiries@sussexnwfed.org.uk or visit www.sussexnwfed.org.uk.

Message Sent By

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