

# ★ JOIN THE FIGHT ★

Suffolk Consumer Champion  
Weekly Bulletin

30/06/2017

## This week's top features



### Home Fire Safety Advice

Following the tragic fire at Grenfell Tower in London, Suffolk Fire and Rescue Officers from the Prevention, Protection and Response teams have been visiting residents in High Rise accommodation across Suffolk.

Officers are offering Home Fire Safety Advice as well as answering any queries that residents might have.

[This link has more detailed information on how to prevent a fire in your home.](#)

Some frequently asked questions about fire safety [have been answered on our Suffolk County Council website.](#)

For any further questions or concerns you may have please contact Fire Business Support on 01473 260588 and ask to speak to the Duty Fire Safety Officer.

Following the Metropolitan Police Service's statement that a Hotpoint FF175BP fridge freezer has been identified as the initial source of the Grenfell Tower fire, the government has ordered an immediate examination of the unit by technical experts to establish the cause of the incident.

This product, which was manufactured between 2006 and 2009, has not been subject to product recalls and this testing will establish whether any further action is required.

Consumers who believe they may own a Hotpoint fridge freezer model number FF175BP (white) or FF175BG (grey) should call Whirlpool Corporation's freephone hotline on 0800 316 3826 or [visit their website](#) to register their details for further updates.

We would at this time also reiterate our message of [checking the list of product recalls](#) to make sure you do not have a dangerous item in your home, and to also very importantly [check the list of domestic appliances that have been recalled](#).



#### **Solar Panel Scammers**

[Suffolk Trading Standards](#) and [Suffolk Fire and Rescue Service](#) have both received calls from the public advising of a company making cold calls.

The rogue company is claiming that the solar panels that they resident has had installed could be unsafe, and that the Fire Brigade will not attend a fire caused by solar panels.

We would like to reassure you that the Fire Brigade will always attend any fire reported to them, and the information provided by the company is false.

If you have received a similar call, or had a company visit your property and make such claims, please report it to us via Citizens Advice Consumer Service on 03454 040506.



### Scams Awareness Month

Scams Awareness Month is all about creating a self-supporting network of confident, alert, consumers. People ready, willing and able to spot scams.

Whether you're an individual consumer looking to protect yourself and family from scams or an organisation or group representing consumers, your efforts during Scams Awareness Month 2017 are important because they will help spread the message that scams can be tackled if we take our time to spot the signs and share what we learn with others.

Citizens Advice and Trading Standards Services across the UK are leading activities throughout the month of **July** as part of Scams Awareness Month.

Across these pages you can:

- [Discover the common types of scam.](#)
- [Find out how to spot a scam.](#)
- [Learn how to report a scam.](#)
- [Understand how Trading Standards can help.](#)

## What can you do to tackle scams?

There are three things that you can do if you suspect that you are the target of a scam:

- **GET** advice from the Citizens Advice consumer service 03454 04 05 06 who can provide advice and pass details on to trading standards.
- **REPORT** scams or suspected scams to Action Fraud: 0300 123 2040 [www.actionfraud.police.uk](http://www.actionfraud.police.uk).
- **TELL** a friend, neighbour or relative about any scams you become aware of.

You can [download resources for Scams Awareness Month here](#).

## Be scam aware!

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

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