

★ JOIN THE FIGHT ★

Suffolk Consumer Champion

Weekly Bulletin

07/04/2017

This week's top features



Rogues targeting Suffolk

Suffolk is being targeted by various rogue traders at the moment. Here are the details so that you can help to warn others.

Since the beginning of the year we have received a large number of complaints from residents who own solar panels, with energy saving companies claiming they have an energy saving device that will save them money, or offering to check their 'system' for free.

In the last month, two elderly residents were contacted by such companies, convincing them

that they and their properties were at risk. One victim was told the lid to her water tank was loose, which ran the risk of overflowing onto the electrics in the house, and electrocuting her. The resident was told they would need to pay the company £7,500 up front in cash, and that work would need to start as soon as possible. The victim went straight to the bank to withdraw the money, but fortunately the bank staff contacted Suffolk Trading Standards before any money was passed over. [Read more here.](#)

On Tuesday we received reports of 5 men in a van going door-to-door offering to clean driveways in and around Felixstowe.

On Wednesday, Trading Standards responded to a report, again from vigilant staff at a local bank, advising us that an elderly man from Felixstowe had come in to withdraw £4,000. This was on top of £2,000 he had withdrawn the day before. The money was to be paid to traders (three men) who had called at his property offering to undertake guttering work. They had then indicated that his chimney was loose, and the whole roof needed replacing. Trading Standards is now investigating.

If you spotted traders in a white transit style van in Felixstowe on Tuesday or Wednesday, calling at properties, please report it to us via Citizens Advice Consumer Service on 03454 040506.

On Thursday we received reports of [Nottingham Knockers](#) calling at doors in the Chantry area of Ipswich. If they call at your door, please report them to Suffolk Police [online](#) or via 101.



Dangerous Laser Pens and Flashlights

Suffolk's Import Surveillance Team has detained over 1,000 dangerous laser pens and flashlights at the Port of Felixstowe.

All the products were imported with a charging units that had a 2-pin plug.

It is illegal for UK retailers to sell most domestic electrical products (not including shavers, electric toothbrushes or items with rcd plugs) with two-pin plugs under the Plugs and Sockets Safety Regulations 1994. Most domestic appliances must be fitted with an approved three-pin British plug or an approved conversion plug.

Here is some great advice from BSI on [how to spot fake and dangerous plugs.](#)

The laser contained Class 3 lasers, which, due to their strength, are not suitable for such products. Even very brief direct eye exposure has the potential to do serious and permanent

eye damage.

If you have purchased a product that you think might be unsafe, report it to us via Citizens Advice Consumer Service on 03454 040506.



Fake Ipswich.gov.uk Emails

We have received reports of emails being received that indicate that they have come from Ipswich Borough Council, and that a payment has been made via PayPal.

The emails are titled "payment purchase transaction" and go on to say "thanks for using paypal, to see other transactions check your account". The email then has a link to "cancel your subscription".

We have been in contact with Ipswich Borough Council and can confirm that the email are fake. They are phishing emails, sent with this intention of stealing your personal information.

If you have received a similar email, please [report it to Action Fraud here](#), and then delete it from your inbox.

[Product Recalls](#)

[Fraud and Scam Advice](#)

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