



Information Network Bulletin

September 2008



 brought to you by Croydon Trading Standards 



CARBON MONOXIDE DETECTORS

Many households have these detectors fitted as well as smoke alarms.

Recently one manufacturer (Jo-El Electric Ltd) has had to recall a batch of detectors, because they may not work properly. The problem is only associated with the model COA-001 Article 822611.

The firm have placed advertisements in the national press asking customers to: **“Please remove this unit from service immediately and return it to where you purchased the item, where you will be given a full refund.”**

So how do you find out about product recalls?

Manufacturers and distributors place advertisements in national newspapers and shops that have stocked items also put up customer information posters.

You can also find out more about recalls by looking on the Trading Standards Institute website www.tradingstandards.gov.uk. There is a link on the home page to the comprehensive product recall information section of the site.

To see pictures of the Jo El recalled product and read more visit their website www.io-el.co.uk/images/JoEl-Recall.pdf.

More general information about product safety issues, and links to other countries recall sites can be found on the Trading Standards pages of the Council's website: www.croydon.gov.uk/advice/tstandards/productsafety.

If you do not have access to the Internet at home free access to computers is available at all Croydon Libraries. You have an hour's session at a time, which can be booked up to a week in advance.



IF YOU WANT A JOB DONE WELL.....

As Autumn draws closer, the days shorter and the weather gets (even) worse, Trading Standards are urging residents not to fall prey to rogue traders offering property repairs or amendments.

According to Trading Standards' statistics, companies are travelling from various locations to target elderly consumers, implying or stating that the consumers' property is in a state of disrepair and these workmen offer to carry out cheap work.

Trading Standards have had several complaints from worried people who have been hit by massive bills once the work is done. The individuals demanding payment often become abusive and aggressive, and in many cases have accompanied elderly people to banks or building societies so that the money can be withdrawn.

Trading Standards warn that the best course of action is always to refuse to have any work carried out. The type of offers made by these rogue traders often seem to be too good to be true, and regularly end up with consumers being heavily out of pocket.

Unfortunately, such occurrences are frequent and widespread, often remaining unreported since the victims can feel themselves to be in some way to blame and may write the money off to experience.

Cont....

The stories about the rogue workmen who turn up and demand massive amounts of money for work are nothing new, but the methods used to dupe people change over time. That is why everyone should be aware of the danger, especially those with elderly friends or relatives.

If you need work doing to your home you should seek out reputable firms, obtain quotes and recommendations before making your own decision.

People who have been approached by these traders, or anyone with any queries regarding this warning, **contact Consumer Direct on 08454 04 05 06/Trading Standards on 020 8407 1311.**

Further information on doorstep crime is also available from the doorstoppers website at www.doorstepcrime.com

Croydon Trading Standards offer an information advice pack to residents in the borough full of hints and tips on how to avoid falling victim to rogue cold callers. If you would like a copy of the pack please contact Trading Standards on 020 8407 1311.



CONSUMER ADVICE **OUTREACH SESSIONS**

Did you know that the Croydon Trading Standards ran Consumer Advice outreach sessions across the borough?

The aim of this service is to offer advice and assistance to vulnerable and/or hard to reach consumers, about problems they may be having with faulty goods & services.

At present we offer advice at the following venues:-

Citizens Advice Bureau
Strand House, Zion Rd, Thornton Heath
020 8684 2236

www.citizensadvice.org.uk

10:00 am to 1:00 pm

Friday 26th September

Friday 31st October

Friday 28th November

Friday 19th December

Parchmore Community Centre

53-55 Parchmore Rd, Thornton Heath, CR7 8LY

www.parchmore.org

9:30 am to 12:30 pm

Wednesday 1st October

Wednesday 5th November

Wednesday 3rd December

CALAT Centre at New Addington

(with effect from October 2008)

For more information about courses offered by CALAT visit the website: www.calat.ac.uk or ring 0870 556 1630.

9:00 am to 1:00 pm

Tuesday 7th October

Tuesday 4th November

Tuesday 2nd December

These sessions are proving to be a hit as over 200 consumers have used our service, and in a majority of cases they have been able to resolve the situation without losing money, and some of the consumers have commented that without our help they would not know who to turn to, so they have recommended our services to their families and friends.

An adviser is available to speak to consumers about problems they may be having with faulty goods and services.

If you feel you may have been subject to any of the practices mentioned above or have any complaint about a trader please call Consumer Direct on **0845 04 05 06**.

If you have any queries please give Trading Standards a call on 08454 04 05 06

