

Warning on bogus calls 'from the council'

(extracted from Chronicle & Echo - 15.6.10)

People living in Northamptonshire have been warned to beware of bogus telephone callers who claim to be from the County Council.

The authority has reported receiving complaints from several people who say they have been contacted by cold callers offering loft and cavity wall insulation under the auspices of Northamptonshire County Council.

In some cases, residents who complained said the caller became rude and aggressive during the conversation.

A spokesperson for Northamptonshire County Council said the authority did not offer a loft and cavity wall insulation service. She stressed these types of calls would not be from council staff and advised residents not to give out personal information or act on offers from those or other similar callers.

Councillor Andre Gonzalez de Savage, cabinet member for Customers and Communities, reiterated her words. He said: "These calls are not being made by the County Council and we do not offer any loft or wall insulation services".

He warned: "During these tough economic times it is likely more of these types of scams will appear so it is important residents are on their guard and stop and think before agreeing to anything."

Councillor de Savage said the bogus calls had been referred to the council's trading standards department.

He said: "Where possible it would be helpful for consumers to ask for the name of the person calling and also a phone number - without giving any of their personal details or agreeing to a visit of course - as this will help trading standards in their investigation". If no telephone number is volunteered, you can try the 1471 facility on BT.

While Trading Standards carry out their investigations people with concerns can get advice by contacting the team or calling Consumer Direct on 08454 04 05 06

Trading Standards: 01604 236 236