



## Update on the 'Ben's Gutters' leaflets

As most of you know, this company have advertised heavily in Thurrock and Basildon by having leaflets delivered to our homes which look hand written and state "they are working at your neighbour's house and would you like a quote as they are in the area?" The compliment slip size leaflet originally didn't have any contact details beyond a mobile telephone number but they now show a company website and address.

I have not found anyone who has actually used this company so I cannot comment on their work and so I haven't heard of any criminal behaviour from this company's employees HOWEVER, their advertising is misleading and does breach Consumer Protection from Unfair Trading regulations 2008, in that it makes you think your neighbour has employed them, therefore, they are 'recommended' or 'safe' to use yourself. It is also unclear if the company is leaving cancellation rights which they must do according to the new doorstep regulations.

When Trading standards checked, Bens Gutters Ltd is not registered with Companies house. The company is based in Sussex and the local Trading standards has been contacted about Ben's Gutters and it's advertising.

Sussex Trading standards should by now have notified the company and instructed them to have the advertising changed. They do not seem to have listened as I am still getting reports of Bens Gutters leaflets being delivered in the same format.

**If you get a leaflet as described above, can I ask that you report this to Consumer Direct on 08454 040506 or [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).**

I have been told Bens Gutters are using this same advertising strategy in other parts of the UK so if enough of us report receipt of these misleading leaflets, the Bens Gutters will be forced to change their advertising practices.



If you do want any work done, never use any company that cold calls you. Ask friends and family for recommendations, use the phone book and internet and choose at least 3 companies to visit you and give you a quote. Never agree to any price that is "for today only" or anything similar.

Don't allow yourself to be pressurised. It's your house and money so YOU choose who you want.