



TRADING STANDARDS

Consumer Alert Newsletter

3 October 2025

Dear Kent Residents

Four suspects have been arrested in connection with suspected doorstep crime in Canterbury. Officers are now appealing for anyone who may have information or who believes they may also have been affected to come forward.

Concerns were raised about work carried out at a property in the St Stephen's area of the city in September 2025.

Detective Sergeant Katie Diprose said:

"The circumstances reported in this case are quite specific, and we're particularly keen to hear from anyone in Kent who has had a similar experience recently."

If you have any relevant information, please contact Kent Police on **01843 222289**, quoting reference **46/169243/25**.

[→ Read more on the Kent Police website](#)

For scam alerts as they are issued please add us on [Instagram](#) or [Facebook](#).

Mark Rolfe

Interim Head Community Protection

⚠ We have received numerous reports of [#CourierFraud](#)/Police Impersonation in Dartford, Canterbury, Broadstairs and Dover.

🚨 Residents are being called by someone claiming to be from the police or their bank. The caller says a courier will collect their bank card or cash. In some cases, they claim a family member has been arrested and ask the resident to call 999. Others are told their bank account has been compromised or that their card needs replacing. Some victims

have even been told to buy gold. Several people in Kent have lost money to these criminals.

✗ Residents have received calls from someone claiming to be from Hammersmith, Met, London or Kent Police.

✗ One couple were tricked into handing over thousands of pounds to someone claiming to be from the Met Police.

✗ One caller claimed two suspects were in custody and told the resident not to tell anyone.

✓ The Police never telephone and ask your bank card and pin number to be collected by a courier, withdraw cash or buy gold to assist in an investigation.

 [Watch the video to find out how this scam works.](#)

 If this scam happens to you, please contact your bank immediately, by calling 159 and [report it to Kent Police](#).

 **We've received reports of doorstep criminals targeting residents across Kent.**

In one instance, a criminal claimed roof tiles were missing and demanded hundreds in cash to remove a chimney. He refused a cheque and pressured the resident to withdraw money.

One builder was paid to fix a roof leak, but the problem continued. Despite promises to return, he's now ignoring calls.

Another resident was told they had loose roof tiles and was quoted £1,000 — then the criminal suspiciously kept dropping the price.

✗ Never engage with cold callers

 [Learn how to protect yourself from doorstep scams](#)

✓ Need work done? Use a safe, local trader via [Trading Standards Checked](#)

 Look out for others and report suspicious activity:

 [To Kent Police](#)

 Or contact CrimeStoppers anonymously on 0800 555 111

 **Over £106M was lost to romance fraud last year.**

 Unsure if the person you're talking with is real? Try reverse image searching their profile photos to see if they're used elsewhere online.

[Find out more](#)

 **Don't let an unsafe costume cause a real scare!**

Always buy costumes from trusted shops and check the safety label before you buy. Most unsafe costumes are sold online, often with poor reviews and no safety information.

If you spot a costume without a safety label, report it to the Citizens Advice consumer helpline on 0808 223 1133 or [visit their website](#).

Stay safe and enjoy dressing up!

[#LoveYourCommunity](#) KCC Community Wardens Jason Gordon and Gary Groombridge have kindly arranged another emergency food parcel supply for Westgate Town Council.

These parcels will be kept at the council office and offered to anyone who comes in and is found to be in need.

This is a brilliant way to continue supporting our wonderful residents and local community.

Let's keep our communities informed and safe. Community Wardens help make stronger, safer communities. [Find your local warden today](#).

⚠ One Stop recalls One Stop Mature Cheddar & Red Onion Hand Cooked Crisps because of undeclared milk.

This means the product is a possible health risk for anyone with an allergy or intolerance to milk or milk constituents.

● Product Details

Pack size: 150g

Best before: 17 February 2026, 18 February 2026, 23 February 2026

✅ Advice for consumers

If you have bought the product and have an allergy or intolerance to milk or milk constituents, do not eat it. Instead return it to the store from where it was bought for a full refund.

[!\[\]\(7d1d6890825e83a6a4a51febe2dcc7f3_img.jpg\) More information](#)

How to get advice and report



To report scams and get advice on consumer issues call Citizen's Advice consumer helpline on **0808 223 1133**

CrimeStoppers.

If you have information on doorstep criminals, counterfeit, fake or illegal goods, illicit tobacco, loan sharks or those selling restricted items to underage kids, call the charity Crimestoppers 100% anonymously on **0800 555 111**

To find a safe, local trader use Kent County Council's safe trader scheme: Trading Standards Checked. To find a member call 03000 416438 or visit kent.gov.uk/tschecked