

ALERT

TRADING STANDARDS

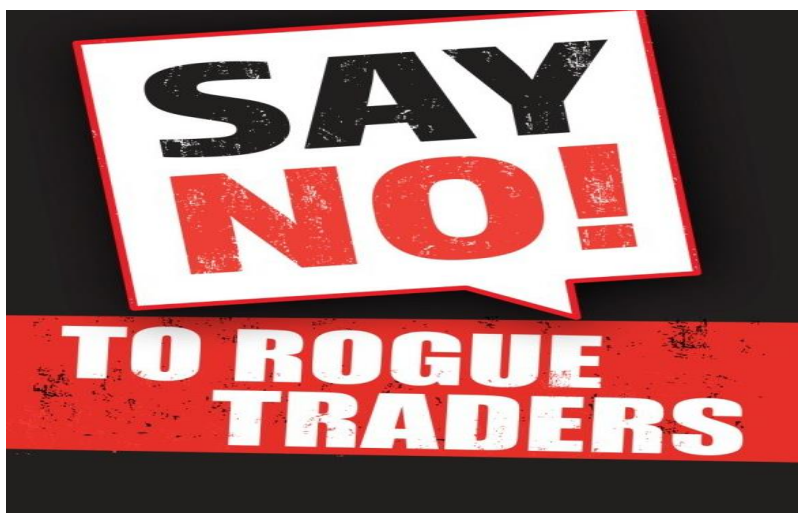
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Trade Association scam

Royal Greenwich Trading Standards have been advised that some consumers are being approached by fraudulent companies using deliberately confusing branding to look like a trade association. This has occurred in the form of letters from the 'British Trading Solar Association' and other company names offering homeowners 'free solar health checks'.

We urge you to beware of any such communications as they are fraudulent.

If you receive unsolicited letters from companies offering free services for your solar panels, we advise you to either ignore the letter completely or, if you are concerned, to contact your original installer or an MCS-accredited installer that is also a member of a consumer body such as RECC or HIES for advice. All STA installer members are verified by these bodies, meaning they adhere to strict trading standards. If you'd like to escalate your complaint, please report the incident to the Citizens Advice Consumer Service on the number below.



WHERE TO REPORT

Protect others by reporting incidents like this.

If the matter is urgent or the traders are still there, report this to Royal Greenwich Trading Standards as soon as it happens on **0208 921 8223**.

Otherwise, call the Citizens Advice consumer service on **03454 04 05 06** (Monday – Friday 9am – 5pm) or report it to them by email at

http://www.citizensadvice.org.uk/index/getadvice/consumer_service.htm