

Media Release



Government of South Australia

Office of Consumer and
Business Affairs

**Education and
Information Services**

Ground Floor
Chesser House
91-97 Grenfell Street
Adelaide SA 5000

GPO Box 1719
Adelaide SA 5001
DX 225

Tel 08 8204 9516
Fax 08 8204 9509

www.ocba.sa.gov.au

Contact: **Daniel Feher**
Phone: 8204 9512

1 December 2009

ITINERANT TRADERS REPORTED IN METROPOLITAN ADELAIDE

Itinerant traders have again been reported in metropolitan Adelaide and consumers are warned to be on the lookout.

Reports to SA police indicate up to three men are involved, approaching elderly consumers in multiple locations around metropolitan Adelaide, most recently in Edwardstown, but have also previously been reported in regional areas including Murray Bridge.

They are described as driving a late model grey Toyota utility vehicle and are telling consumers that their roof or walls are in urgent need of repair, requesting money in advance to obtain materials.

The men have been known to follow the consumer into their house to collect money, or to drive them to the bank to make a withdrawal. The 'repairs' carried out are substandard and superficial and often incomplete or not done at all.

Commissioner for Consumer Affairs, David Green, is urging all consumers to be alert and report any unsolicited offers of home maintenance or repairs to the Office of Consumer and Business Affairs (OCBA).

"OCBA would like to hear from anyone who has been approached by these traders or has information about their conduct or whereabouts."

Consumers are reminded that under door-to-door provisions in the *Fair Trading Act 1987*, they are entitled to a 10-day cooling-off period when they purchase goods or services costing more than \$50.

"The trader has to give consumers written information detailing their cooling-off rights and can't accept any payment or get on with any work until the cooling-off period ends."

"Consumers should demand contract documentation, receipts, proof of ID and proof of the trader's building or other relevant trade contractor's licence."

Traders who breach Fair Trading regulations face penalties of up to \$10,000. Undertaking unlicensed building work carries penalties of up to \$20,000.

To report itinerant traders or for more information, consumers can call the OCBA on 8204 9777 or 131 882 for regional callers, or visit the website at www.ocba.sa.gov.au.