YOUR HOME
YOUR RIGHT TO SAY
NO!

TO UNINVITED TRADERS
AND NUISANCE CALLERS

De Cymru
Comisiynydd yr Heddlu a Throseddu
Police and Crime Commissioner
South Wales

SOUTH WALES POLICE • HEDDLU DE CYMRU

HEDDLU DE CYMRU • SOUTH WALES POLICE

RHIF DI-ARGYFWNG 24 AWR YR HEDDLU FFONIWCH 999 MEWN ARGYFWNG BOB AMSER	101	POLICE 24 HOUR NON-EMERGENCY NUMBER IN AN EMERGENCY ALWAYS CALL 999

96% OF PEOPLE SAID THEY DID NOT WANT DOORSTEP SELLERS CALLING*

The Police and Crime Commissioner for South Wales is working with partner agencies and communities in South Wales to tackle door step crime. As part of this work we are providing you with this booklet and sticker, which we hope you find useful.

There are people with genuine reasons to call at your door, such as political party representatives, emergency services or NHS personnel, but we know that many people feel irritated and intimidated by uninvited traders trying to sell goods or services.

In the booklet there is information on your rights and contact information for further advice and support if you need it. The sticker can be displayed on your front door or window to make it clear that you do not welcome unwanted doorstep sellers. We hope the sticker will deter them from disturbing you and give you the confidence to turn them away.

**National Trading Standard Institute survey of over 8,000 people*

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Police and Crime Commissioner
South Wales

Wales Heads of Trading Standards
Improving Trading Standards in Wales

Neath Port Talbot County Borough
Vale of Glamorgan / Bro Morgannwg
Bridgend
Merthyr Tydfil County Borough Council
Cardiff / Caerdydd
Cyngor Abertawe Swansea Council
dsa direct selling association

Rhondda Cynon Taf
Age Cymru
Older People's Commissioner for Wales / Comisiynydd Pobl Hŷn Cymru

KNOW YOUR RIGHTS...

You can say no – you can ask them to leave

1. **Check them all and make a call** - If you believe the person or persons at your front door is there for a genuine purpose, ask for photographic identification and check the details with the company they are representing.
2. **Take your time** - **Don't feel pushed or rushed into agreeing to purchase a service or goods on your doorstep, and please do not pay for work before it is completed.** The cancellation period for buying goods on your doorstep is 14 calendar days after the delivery of the goods or commencement of the service, there are exceptions for bespoke products and emergency repairs. If the service starts immediately, you can still cancel within the 14 days cooling-off period but you may not get a full refund. If permission hasn't been given to start work there is no requirement to pay.
3. **Report it!** - By displaying the door sticker provided you are clearly stating that you do not wish to receive uninvited callers, and failure to leave when asked can be an offence. So, if an uninvited trader or nuisance caller persists; if you believe you have been scammed or; a doorstep caller has acted suspiciously, please contact the Police by dialling ☎ **101** to report your concerns. Please always dial ☎ **999** in an emergency.

USEFUL CONTACTS

NATIONAL TRADING STANDARDS

National Trading Standards consumer helpline ☎ **03454 040506**

CARE & REPAIR

Charity working to ensure that all older people have homes that are safe, secure and appropriate to their needs. ☎ **0300 111 3333**
www.careandrepair.org.uk

AGE CYMRU

For advice or information on anything from health to housing, please call our free helpline. ☎ **08000 223 444**
www.agecymru.org.uk

NEIGHBOURHOOD WATCH

For information on your local neigbourhood watch call or visit our website. ☎ **0116 402 6111**
www.ourwatch.org.uk

GET SAFE ONLINE

For advice on protecting you and your family online.
www.getsafeonline.org

KEEP SAFE CYMRU

Assisting anyone in the South Wales Police force area with a learning disability, dementia, mental ill-health or communication need.
www.south-wales.police.uk

WELSH WATER

Will be able to tell you if there is work going on in your area and if an engineer has been assigned to call at your home.
☎ **0800 281 141**

No matter who your gas or electricty supplier is you can find out if work is going on in your area or if an engineer has been assigned to call at your home by contacting:

WALES AND WEST UTILITIES

For information regarding your gas supply please call
☎ **0800 912 29 99**

WESTERN POWER DISTRIBUTION

For information regarding your electricity supply call
☎ **0800 096 30 80**

For more information on this campaign please visit
www.southwalescommissioner.wales
@commissionersw **South Wales Police**

South Wales Police and Crime Commissioner,
Ty Morgannwg, Police Headquarters, Bridgend, CF31 3SU

2255-18

EICH CARTREF CHI
EICH HAWL I DDWEUD
NA!

WRTH FASNACHWYR DIWAHODDIAD A GALWYR DIGROESO

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DYWEDODD 96% O BOBL NAD OEDDENT AM GAEL GWERTHWYR STEPEN DRWS YN GALW HEIBIO*

Mae Comisiynydd Heddlu a Throseddu De Cymru yn gweithio gydag asiantaethau partner a chymunedau yn Ne Cymru er mwyn mynd i'r afael â throseddu stepen drws. Fel rhan o'r gwaith hwn rydym yn rhoi llyfryn a sticer i chi, a fydd, gobeithio, yn ddefnyddiol i chi.

Mae gan rai pobl resymau dilys dros alw i'ch gweld, fel cynrychiolwyr pleidiau gwleidyddol, gwasanaethau brys neu weithwyr y GIG, ond gwyddom fod llawer o bobl yn teimlo'n aflonydd a hyd yn oed dan fygythiad gan alwyr diwahoddiad yn ceisio gwerthu nwyddau neu wasanaethau.

Yn y llyfryn ceir gwybodaeth am eich hawliau a manylion cyswllt am ragor o wybodaeth a chefnogaeth os oes eu hangen arnoch. Gallwch arddangos y sticer ar eich drws ffrynt neu ffenestr er mwyn dangos yn glir nad ydych yn croesawu galwyr stepen drws diwahoddiad. Gobeithiwn y bydd y sticer yn eu hatal rhag tarfu arnoch ac yn rhoi'r hyder i chi eu troi ymaith.

**Arolwg gan y Sefydliad Safonau Masnach Cenedlaethol o dros 8,000 o bobl*

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WHoTS Wales Heads of Trading Standards
Improving Trading Standards in Wales

Neath Port Talbot County Borough / Bwrdeistref Sirol Castell-nedd Port Talbot
VALE of GLAMORGAN BRO MORGANNWG
BRIDGEND
MERTHYR TYDFIL County Borough Council
CARDIFF CAERDYDD
Cyngor Abertawe Swansea Council
dsa direct selling association

RHONDDA CYNON TAF
age Cymru
Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

GWYBOD EICH HAWLIAU...

Gallwch ddweud na – gallwch ofyn iddynt adael

1. **Gwiriwch fanylion pob un a ffoniwch** - Os ydych o'r farn bod yr unigolyn neu'r unigolion ar stepen eich drws yno am reswm dilys, gofynnwch am gerdyn adnabod gyda llun arno a gwiriwch y manylion gyda'r cwmni y maent yn ei gynrychioli.
2. **Cymerwch eich amser** - **Peidiwch â theimlo eich bod yn cael eich gorfodi neu'ch rhuthro i gytuno i brynu gwasanaeth neu nwyddau ar stepen eich drws, a pheidiwch â thalu am unrhyw waith cyn iddo gael ei gwblhau.** Y cyfnod ar gyfer canslo nwyddau a brynwyd ar eich stepen drws yw 14 diwrnod calendr ar ôl i chi dderbyn y nwyddau neu ar ôl i'r gwasanaeth ddechrau. Ceir eithriadau ar gyfer cynhyrchion unigryw a gwaith atgyweirio brys. Os bydd y gwasanaeth yn dechrau ar unwaith, gallwch ganslo o fewn 14 diwrnod i'r cyfnod callio o hyd, ond efallai na fyddwch yn cael ad-daliad llawn. Os na roddwyd caniatâd i ddechrau ar y gwaith, nid oes angen i chi dalu.
3. **Rhowch wybod amdanynt!** - Drwy arddangos y sticer a ddarperir, rydych yn datgan yn glir nad ydych am gael galwyr diwahoddiad, a gall methu â gadael pan ofynnir iddynt wneud hynny fod yn drosedd. Felly, os yw masnachwr diwahoddiad neu alwr niwsans yn parhau i alw; os ydych yn credu eich bod wedi cael eich twyllo neu; os bydd galwr stepen drws wedi ymddwyn yn amheus, ffoniwch yr Heddlu drwy ddeialu ☎ **101** i roi gwybod am eich pryderon. Ffoniwch ☎ **999** mewn argyfwng bob tro.

CYSYLLTIADAU DEFNYDDIOL

SAFONAU MASNACH CENEDLAETHOL

Llinell gymorth defnyddwyr y Safonau Masnach Cenedlaethol

☎ **03454 04 05 05**

CARE & REPAIR

Elusen sy'n gweithio i sicrhau bod gan bobl hŷn gartrefi sy'n ddiogel ac yn briodol i'w hanghenion

☎ **0300 111 3333**

www.careandrepair.org.uk

AGE CYMRU

I gael gwybodaeth am unrhyw beth o iechyd i dai, ffoniwch ein llinell gymorth am ddim.

☎ **08000 223 444**

www.agecymru.org.uk

GWARCHOD Y GYMDOGAETH

I gael rhagor o wybodaeth am eich tîm lleol gwarchod y gymdogaeth ffoniwch ni neu ewch i'n gwefan.

☎ **0116 402 6111**

www.ourwatch.org.uk

GET SAFE ONLINE

Cyngor ar eich diogelu chi a'ch teulu ar-lein.

www.getsafeonline.org

CADW'N DDIOGEL CYMRU

Mae Cadw'n Ddiogel Cymru yn helpu unrhyw un yn ardal Heddlu De Cymru sydd ag anabledd dysgu, dementia, salwch meddwl neu anghenion cyfathrebu.

www.south-wales.police.uk

DŴR CYMRU

Bydd Dŵr Cymru yn gallu dweud wrthych a oes gwaith yn mynd rhagddo yn eich ardal ac a oes peiriannydd wedi cael ei anfon i alw heibio eich cartref.

☎ **0800 281 141**

Waeth pwy yw eich cyflenwr nwy neu drydan, gallwch gael gwybod a oes gwaith yn mynd rhagddo yn eich ardal neu b'un a oes peiriannydd wedi cael ei anfon i alw heibio eich cartref drwy gysylltu â:

WALES AND WEST UTILITIES

I gael gwybodaeth am eich cyflenwad nwy, ffoniwch

☎ **0800 912 29 99**

WESTERN POWER DISTRIBUTION

I gael gwybodaeth am eich cyflenwad trydan, ffoniwch

☎ **0800 096 3080**

I gael rhagor o wybodaeth am yr ymgyrch hon ewch i

www.southwalescommissioner.wales

@commissionersw **Heddlu De Cymru**

Comisiynydd yr Heddlu a Throseddu De Cymru, Tŷ Morgannwg, Pencadlys yr Heddlu, Pen-y-bont ar Ogwr, CF31 3SU

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