

Consumer Alert Newsletter

7 February 2025

Dear Kent Residents

Car repairs can be a costly part of running a vehicle. To save money some people buy replacement parts for their car themselves and then take them to a garage to fit. However a recent survey by Intellectual Property Office found 1 in 6 motorists had bought counterfeit parts.

Fake parts can be made from inferior materials and are not safety-tested, increasing the risk of failure. Read more here - [Consumer guidance fake parts - GOV.UK](#)

Please be wary and think twice. To get advice or to report please contact Citizens Advice on 0808 223 1133.

Please continue to update friends and family. **For scam alerts as they are issued** please add us on [Instagram](#) or [Facebook](#).

Thank you.



Mark Rolfe
Interim Head Community Protection

Breaking down the myth that only older people feel lonely

Loneliness doesn't discriminate by age. It's a common misconception that only older people experience feelings of isolation and loneliness. The truth is, anyone, at any stage of life, can feel lonely.

Whether you're navigating new life changes, balancing work and a personal life, or adjusting to retirement, loneliness can touch us all and it's important to address these feelings, no matter your age.

If you or somebody you know would like to find out more about Positive Wellbeing and the service we offer, [visit our website](#) or call 03000 422 065.

⚠️ We have received 13 reports of Police impersonation scams known as 'courier fraud' across Kent.

The scam involves a resident being called and told there is criminal activity on their bank card or account. The criminal impersonates a police officer or detective and may say the residents:

- ! Bank card had been cloned
- ! Cash withdrawn using their card
- ! Money had been spent on their card
- ! Assistance was needed to catch a bank staff member committing fraud
- ! Relative had been arrested using fake i.d.
- ! Bank account had fraudulent activity

They are told to call the police, or a courier will be sent to collect their cards, or asked to make a large cash withdraw for collection later.


Often the criminals tell you to call the police to confirm this story but they stay on the line.

🚨 This is a scam! If a courier arrives at your property ring 999.

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

✗ Always check the dialing tone after your call to ensure scammers are not still on the phone, use another telephone if possible or call a trusted friend first.

📢 [Watch 'Courier Fraud Warning: Stay Wise, Don't Compromise'](#)


 If you think that you may have been a victim of this or any other type of scam, then contact your bank immediately, which you can do by calling 159 and report to Kent Police on 101.

 Please warn friends and family


 **We have received reports of doorstep criminals in Faversham.**


They are cold calling residents and showing a video on their phone of a damaged roof. They claim this is your roof and they can carry out urgent repairs for you. They offer a price to do this - if you refuse, they then lower the price.

 Never respond to cold callers!


 Doorstep criminals (also known as rogue traders, cowboy builders, building and gardening scammers) cold call on unsuspecting households offering convincing deals to try to get you to agree to having work carried out. We know that if you accept work from a doorstep criminal you'll pay much more than you intended for very poor, unnecessary and sometimes dangerous work.


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

 Always get three quotes and use a safe, local trader that's been vetted by [Kent Trading Standards](#)


 Look out for others, report to Kent Police on 101. You can also report it to the charity Crimestoppers on 0800 555 111. You'll stay 100% anonymous, always.

 **Criminals impersonating Superdrug via email that sends you to fake website.**

 A scam email which claims to be from Superdrug tells you that you can receive an Oral B electric toothbrush in exchange for answering a few questions. The email invites you to click on a malicious link which leads to a dodgy website asking for your personal and payment information.

 We are all vulnerable to scams, be wary and think twice. NEVER give out your personal or financial information.

 You can report scam emails to report@phishing.gov.uk.

 To get advice on scams or to report please contact Citizens Advice on 0808 223 1133.

 Flying Tiger Wooden Vegetable Playset presenting a serious risk of choking.

The product presents a risk of choking as small parts may detach.

 Product Details

Brand: Flying Tiger

Model Number: 3051277


Barcode: 0200030512775

 Advice for consumers

The product has been recalled from end users.

For further information, access the [Flying Tiger recall page](#)

[Further information](#)

 Birds Eye Ltd. is recalling Goodfella's Stonebaked Thin Garlic Bread because it contains milk which is not mentioned on the label.

The garlic bread has been mispacked with a garlic bread that contains cheese. 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: 218g

Batch code: 5020

Best before: December 2025

 Advice to consumers

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

[Further 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