



Consumer Alert Newsletter

20 June 2025

Dear Kent Residents

In a recent [BBC news article](#), a resident of Berkshire had found a builder online to carry out an extension at her home. The builder forged safety certificates and carried out very poor work. He was eventually sentenced to 1 year in prison.

If you need work on your home or garden, always use a safe, local trader - use [Trading Standards Checked](#) to find someone in your area.

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

Thank you.

A handwritten signature in black ink that reads 'Mark Rolfe'.

Mark Rolfe

Interim Head Community Protection


Thanks to the swift action of Community Warden Joanne Appleton, a large fly-tip of household furnishings and white goods obstructing the highway, including passing bays and farm access gates, was reported to the local authority and KCC Highways.


Joanne not only ensured the issue was escalated promptly but also reassured and supported local residents in navigating how to report further information. Her proactive communication helped reduce the risk of road incidents and eased traffic flow in the area.

A great example of community-focused action making a real difference!

Community Wardens help make stronger, safer communities. [Find your local warden today.](#)


Doorstep criminals active in Folkestone and Dover


 Reports from the Lynwood area of Folkestone of a driveway & patio company cold calling and pushing to start work straight away.

 In Dover, cold callers were knocking on doors offering to tarmac potholes and patch driveways. One resident expected to pay a couple of hundred pounds for the work but the criminals demanded tens of thousands.

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.

 Never respond to cold callers! [Request a free NO COLD CALLERS door sticker.](#)

 If you need work done on your home or garden use a safe, local trader that's been vetted by [Kent Trading Standards](#).

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

Watch out for scams relating to the Household Support Fund (HSF)

The Department of Work and Pensions (DWP) are warning that fraudsters are attempting to pose as processors for applications for HSF, and are requesting a sum of "refundable" monies to process applications within a short period.

The scam appears to duplicate the 'Funded by UK Government' logo, and communications have come from an inbox titled "HSFAapplications", with the email address 'hsfaapplications@gmail.com'.

● The use of non-official email addresses or inboxes, and the spelling issues within the name of both, are tell-tale signs of a scam.

➡ If you have given any financial information let your bank know, call 159

☎ For advice contact Citizens Advice consumer helpline 0808 223 1133

🔔 Warn friends and family

⚠ **Swanley resident targeted by Chartered Trading Standards Institute (CTSI) scam**

The resident received a letter claiming to be from the CTSI. The letter stated that a company the resident had invested money in had gone bankrupt 10 years ago. It suggested that they were due a return payment but, before they could receive any money, they would need to make a payment.

➡ [More information about CTSI scams](#)

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🔔 Warn friends and family

⚠ The Food Standards Agency (FSA) has updated advice on the risk to children of glycerol in slush ice drinks, based on an assessment showing a risk to children under the age of seven.

The FSA say "We expect industry to share data on the quantity of glycerol in their products to inform our future work. Meanwhile, there are immediate actions they can take that can help protect children and reduce the risk from these products. For example, retailers should limit cup sizes and should not offer free refill promotions to children under 10.'

[!\[\]\(125d701e9425b54c764340b5671b38cd_img.jpg\) More information](#)

⚠ Pieminister Kitchens recalls various Pieminister pies because of incorrect use-by dates.

The products have been labelled with use-by 24 June 2026 instead of use-by 24 June 2025. The products are therefore not safe to eat beyond their intended use-by of 24 June this year.

● Product Details

Pieminister Moo - British Beef Steak and Craft Ale Pie

Pieminister Moo & Blue - British Beef Steak and Stilton Pie

Pieminister Kate & Sidney - British Beef Steak, Kidney and Craft Ale Pie

Pieminister Deer & Beer - Venison, Milk Stout, Mushroom and Thyme Pie

Pieminister Free Ranger - Free Range British Chicken and Ham Pie with Leek

Pieminister Fungi Chicken - Free Range British Chicken, Portobello and Chestnut Mushroom

Pieminister Wild Shroom - Portobello and Chestnut Mushroom Pie with Asparagus and White Wine

Pieminister Mooless Moo - Jackfruit 'Steak', Craft Ale and Black Pepper Pie

Pack size: 270g

Best before: 24 June 2026

Pieminister - Goat's Cheese and Sweet Potato Filo Pie with Red Onion and Spinach

Pieminister - Spinach and Feta Filo Pie with Kale, Lemon and Dill

Pack size: 230g

Best before: 24 June 2026

✓ Advice for consumers

If you have bought any of the above products, please do not eat them beyond their intended Use-by date of 24th June 2025. However, if you do want a refund, return them to the store from where it was bought for a full refund. For further information, please contact Pieminister by email hello@pieminister.co.uk or telephone 0117 942 3300.

[!\[\]\(40770d9ed6ed4f1222ebf89a1396e8b2_img.jpg\) 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