



# TRADING STANDARDS

## Consumer Alert Newsletter

23 January 2026

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Dear Kent Residents

Doorstep criminals have been active this week in Canterbury, Ashford, Maidstone and Gravesend.

Please be alert and warn your vulnerable friends and family to never respond to cold callers as you will pay a high cost for unnecessary and poor-quality work.

If you need work done on your home or garden use a safe, local trader from [Trading Standards Checked](#).

Report cold callers anonymously to the charity CrimeStoppers on 0800 555 111 or online [here](#).

For further advice call Citizens Advice consumer helpline on 0808 223 1133.

For scam alerts as they are issued please add us on [Instagram](#) or [Facebook](#).

Mark Rolfe

**Interim Head Community Protection**

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### **A TV Licence phone scam is targeting residents.**

One victim lost thousands of pounds after being contacted by someone claiming to be from the BBC warning about a fake issue with their TV Licence.

 The BBC and TV Licensing will not contact you by phone to demand payment or personal information.

 Be wary of unexpected calls, especially if you're pressured to act quickly or make a payment.

🚨 Never share bank details, passwords or one-time codes with someone who contacts you out of the blue.

➡ Report to:

[Citizens Advice Consumer Helpline](#)

[Kent Police](#)

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⚠ **Dog owners in Kent are being urged to keep control of their pets in the countryside following a rise in attacks on sheep.**

The [Back British Farming NFU](#) and Kent Trading Standards are working together to encourage pet owners to obey the Countryside Code and ensure their dogs are kept under control as lambing season gets under way.

➡ Visit [Explore Kent](#) to read the [Countryside Code](#).

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⚠ **Acid attacks are on the rise – and the UK has more than any other country.**

These attacks cause horrific injuries and trauma. We're working with retailers to restrict access to corrosive substances – but we need your help too ⬇

☎ Report suspicious behaviour to the charity Crimestoppers on 0800 555 111. You'll stay 100% anonymous, always. 🚨 If you feel threatened dial 999 to contact the police.

➡ [Learn more](#)

🔔 Please share this message with your community.

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**Get some free peace of mind by registering your appliances – new or old – so you will know if ever a safety repair is needed.**

➡ [Register here.](#)

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⚠ **Costco recall for Forest Feast Belgian Milk Chocolate Jumbo Raisins because the product may contain peanuts and nuts which are not mentioned on the label.**

● Product details

Name: Belgian Milk Chocolate Raisins

Pack size: 1kg

Batch code: 5344136460, 5345136460, 5346136460

Best before: 31 December 2026

✅ Advice for consumers

If you bought this product and have an allergy to peanuts or nuts do not eat. Return it to the store for a full refund.

➡ [More information](#)

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**⚠ Recall for Ten Acre Gifts/Coffee Syrup Collection sold in TK Maxx and Homesense as it may contain nuts, peanuts, soya and wheat (gluten) which are not mentioned on the label.**

**● Product details**

Pack size: 400ml

Batch code: 010624202503BT

Best before: 09 September 2026

Allergens: Gluten, Nuts, Peanuts, Soya

**✅ Advice for consumers**

If you have bought the product and have an allergy and/or intolerance to any of the allergens listed, do not eat it. Return it to the place of purchase for a full refund.

[➔ More information](#)

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## 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](https://kent.gov.uk/tschecked)