

Beat Doorstep Crime



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HOME OF
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**POLICE
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Keeping people safe



What is doorstep crime?

There are two main types:

- **Bogus callers** try to get into your home or obtain personal details by pretending to be someone they're not, including:
 - Council staff
 - Meter readers
 - Charity collectors
 - Police officers

In reality, they are criminals trying to steal cash and valuables.

- **Rogue traders** usually cold-call, claiming to be workers offering to make repairs or carry out work on your house, garden or driveway. In reality they charge inflated prices for shoddy or unnecessary work.

We **DO NOT** recommend dealing with cold-callers for property maintenance and repairs to your home.



What can I do?

Stop!

- Be on guard if someone turns up unexpectedly.

Use a door chain or bar

- Always put the chain on before opening the door.
- Keep it on while talking to callers.
- Don't feel embarrassed - genuine callers expect you to be careful.
- If you don't have a door chain, check from the nearest window. Remember, door chains can be easily fitted.
- If you're not sure, don't answer the door.



Ask for ID

- If you answer the door, ask for ID, whether you expect anyone or not.
- Keep the door chained, or closed and locked while you take a note of their ID. Don't invite them into your home.
- Remember – IDs can be faked and shouldn't be relied upon.
- Don't assume a caller is genuine because they are wearing a uniform.



If in doubt, keep them out!

- Ask your local police about the Nominated Neighbour Scheme.
- If you have any doubts, tell the caller to come back when someone else is home. Genuine callers won't mind rearranging.
- You can tell callers to contact you by letter to arrange a more convenient time.
- Only let callers in if they have an appointment, and you are absolutely sure they are genuine.
- Remember, utility companies have the option of setting 'personal passwords', which are quoted when they need to attend at your home. Ask your utility company about this service.

Trading Standards Advice

Don't feel pressurised into agreeing to immediate work.

- Never listen to scare stories. Beware of traders who suddenly appear after storms or floods and also of claims that a low price is only available if you sign up right away.

Don't agree to buy from the first person who calls.

- Ask yourself if you really want these goods or services.

Don't pay cash up front.

- Never pay for work before it is completed and don't hand over large sums of money.

Do shop around if you decide you need work done.

- Get a minimum of three quotes from reputable traders and get recommendations from people you trust.

Do ask what your cancellation rights are.

- Remember for jobs costing over £35, traders are required to provide the consumer with a written notice informing them they have a seven-day cooling off period during which customers can change their mind and cancel the contract.

Do report them!

- Don't ever feel embarrassed if you feel you have been the victim of doorstep crime.

If you are in any way unsure about a caller at your door, contact Trading Standards or the police immediately.

Who should I call...

...if I feel threatened, unsafe or suspicious of a caller?

- Contact the police immediately on **999**.

...if I see something suspicious in my area, or want more advice about doorstep crime?

- Contact the police on **101**.
- Try and take a note of vehicle details or registration numbers and descriptions of anyone suspicious.

...if I want to contact the police anonymously?

- Contact the independent charity Crimestoppers on **0800 555 111**. You can also visit its website at www.crimestoppers-uk.org

...to find out more about home safety services?

- Contact your local police station on **101** to arrange a free security survey.

**Contact your local Trading Standards:
Some operate No Cold Calling Zones or
have lists of approved traders.**

Beat Doorstep Crime

- Keep front and back doors locked.
- Fit a door chain or bar - and use it.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for ID.
- Don't keep large sums of money at home, and ensure your doors and windows are locked.
- Look out for those in your community, and report any suspicious activity immediately.
- Call **999** and ask for the police if you feel threatened or scared.



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