

# Not sure? Don't open the door!

Be on your guard against bogus callers



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# Doorstep criminals



**Distraction burglars** target older people in their homes. They sometimes pose as officials from utility companies and make up stories to get into your home and steal from you.

**Rogue traders** call at the door without an appointment and offer to do work on your home or garden. This work will be over-priced and poor quality. They will invent problems or quote high prices for small bits of work. Bogus callers can be men, women or even children. Their appearance can be smart, casual or they may even wear tabards and have fake identification.



## How to detect a bogus caller

- "I'm from the water board and there has been a leak." *There is no water board anymore!*
- "I'm from the gas company. There has been a leak and I need to come in and check your supply. You should wait outside."
- "I'm working at your neighbour's house and I noticed your roof / guttering needs repairing."
- "Our ball has gone into your garden. Can I come in and look for it?"
- "I've broken down in my car / I'm locked out of my house / I don't feel well, can I have a glass of water?"



## What to do

- If you're not expecting visitors **DO NOT** answer the door. If they don't leave call the police on **999**.
- Never agree on the spot to work being done on your home. Ask for a written quote and look up the company before agreeing to any work being done.
- Don't go to the bank or a cash point with anyone claiming to be a trader.
- Call a neighbour / family member if you feel you are being pressurised into having work done.
- If you are expecting a visitor check their identification. Call their company to confirm they are genuine using a phone number from the phone book. Never call a number given by the visitor – it could be bogus.
- Call a neighbour / family member or friend to check the caller before you open door.
- Don't keep valuables at home, including cash. Use a bank or post office account.
- Keep your chain on when you answer the door.
- Call **999** straight away to report any suspicious people you see.