

Doorstep Criminals – If in doubt keep them out!

Whenever an unexpected caller arrives at your door, follow these simple steps:

- Never agree to let any doorstep caller do work there and then, even if they tell you it's an emergency repair etc.
- Never allow strangers into your home, no matter what excuse they have.
- Always ask for ID and do not let the caller in unless you have verified their identity with their employer.
- Never agree to pay cash to any doorstep caller for any reason.
- If you don't know the person who is calling, or you're not expecting them, don't let them in.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Never let people try to persuade you to let them into your home. If someone is persistent, ask them to call at another time and arrange for a friend or family member to be with you.
- Shut the door and ring your insurance company if you have any concerns over alleged roof damage due to wind or rain etc. They may agree to send an assessor to check, or you can find a reputable company to carry out a safety check using www.trustmark.org.uk
- Never tell any caller that you have any money in your house at all. If they ask, say all your money is with the bank and that you do not have a chequebook.

Remember, it's your home. There's no reason why anyone should ever do any work or enter your home against your wishes.

IF IN DOUBT – KEEP THEM OUT!



STOP

Are you expecting anybody?
Do they have an appointment?



CHAIN

Secure the door bar or chain
before opening the door



CHECK

Ask for & double check the
caller's I.D.

Bogus callers may pose as "officials", be smartly dressed and even produce an ID card.

Have telephone numbers to hand to check with utility companies and the council and set up passwords with them to ensure you only let in genuine representatives.

CROYDON TRADING STANDARDS

DOORSTEP SELLING ADVICE PACK

SAY NO TO DOORSTEP CALLERS



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