

BEAT DOORSTEP CRIME



Think

Expecting someone?
Only let callers
in if they have
an appointment.



Secure

Use your door chain
/ spy-hole before
opening the door.



Question

Ask for callers I.D.
Verify by phone.
But if in doubt,
keep them out.



**POLICE
SCOTLAND**
Keeping people safe



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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, offering to make repairs or carry out work on your house, garden or driveway. In reality they charge inflated prices for shoddy or often completely unnecessary work.

We **DO NOT** recommend dealing with cold-callers for property maintenance and repairs to your home and garden areas. Contact your local council to see if they have a Trusted Trader Scheme in your area where you will find a list of accredited trades people.

In addition to the personal impact of Doorstep Crime there are implications on the wider community. Legitimate local trades men and women lose out on business, insurance companies are forced to charge the public more and often waste from rogue traders is dumped illegally rather than recycled/disposed off at amenity sites.

What can I do?

Think!

- Be on guard if someone turns up unexpectedly
- Be aware of methods used by criminals to distract you such as being asked to make a telephone call, to use your toilet, for a glass of water or being asked to check water or gas supplies
- Don't keep large amounts of money at home
- Do your premises or garden really require work to be carried out?
- If it sounds too good to be true, it probably is
- Be vigilant for vulnerable neighbours who may fall foul of these criminals
- About calling the police when you see anything suspicious

Never let someone you don't know into your house. If you're not sure, don't answer the door.



What can I do?



Secure!

- Use a door chain or bar. Always put the chain on before opening the door and keep it on while talking to callers
- If you don't have a door chain, check who is at the door from the nearest window
- If you have a security spy-hole; use it to check who is at your door
- Keep rear, side doors and windows secure. It may be easier for someone to gain access while you are answering the front door
- Don't feel embarrassed - genuine callers expect you to be careful

**Never let someone you don't know
Into your house. If you're not sure,
don't answer the door.**

What can I do?

Question!



- If you answer the door, ask for ID, whether you expect anyone or not
- Remember - IDs can be faked and shouldn't be relied upon
- Don't assume a caller is genuine because they are wearing a uniform
- Ask a friend or neighbour to be available to help if you need them
- Obtain a written quote before agreeing to have any work completed
- If you have any doubts, tell the caller to come back when someone else is home. Genuine callers won't mind rearranging

Never let someone you don't know into your house. If you're not sure, don't answer the door.



If in doubt, keep them out!

Criminals who commit doorstep crime are very convincing, believable and take advantage of the most vulnerable / trusting people often in their own homes. Police Scotland works closely with partner agencies to tackle these offenders.

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 £42, traders are required to provide the consumer with a written notice informing them they have a fourteen-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

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



Think



Secure



Question

Contact

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

EIA

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If you have something to tell us about this Booklet or our Service, please do not hesitate to get in touch using any of the lines of communication below:

Address:

Police Scotland Headquarters
PO Box 21184
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Telephone: 101

Web: www.scotland.police.uk/contact-us

Text Relay Service:

Textphone users can contact us on **1 800 1101**

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