

DO

- ✓ Keep your back door locked
- ✓ Always check a caller's I.D.
- ✓ Keep purses and money out of sight
- ✓ Get a second opinion on whether any work needs to be done
- ✓ Check the caller's company out - get an address and phone number (not a mobile)
- ✓ Get at least three estimates for any work
- ✓ Make a note of the registration number, name and appearance of the caller

DON'T

- ✗ Let anyone in to your home if you are at all unsure
- ✗ Keep large amounts of cash in the house
- ✗ Agree to have work done by someone just passing
- ✗ Sign up for anything or pay money up front on your doorstep
- ✗ Take a caller's word that work needs to be done on your house

USEFUL NUMBERS

Lewes District Community Safety Office , Southover House,
Lewes. Tel: (01273) 484394

Trading Standards Consumer Advise: (01323) 418200

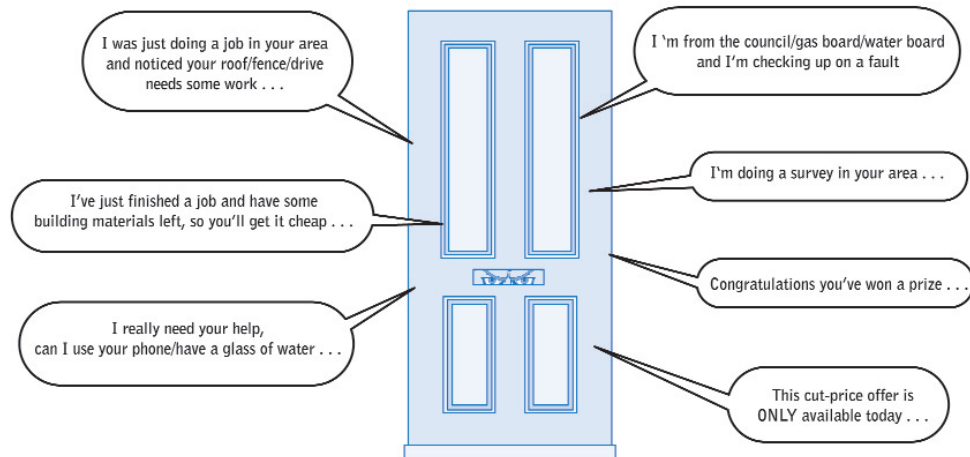
Police non-emergency line: (0845) 60 70 999
In an emergency, always call 999

This leaflet was produced by the Lewes District Crime and Disorder
Reduction Partnership with support of the Safer Communities Initiative

WATCH OUT FOR THE **BOGUS CALLERS**

**Don't get caught out by
DISTRACTION BURGLARS,
DOORSTEP SELLERS AND
COWBOY WORKMEN**

There may be 'distraction burglars' or unscrupulous doorstep sellers and workmen operating in your area. To make sure YOU don't get caught out, simply follow this easy to use guide produced by your local Crime and Disorder Reduction Partnership.



What should I look out for?

Whilst most callers to your home will be genuine, it is important to be aware of bogus callers and the tricks they use. Some bogus callers may turn up at your door offering their services, and 'rip you off' for overpriced and poor quality work or goods. Others turn up with the intention of tricking their way in to your home - so-called 'distraction burglars'.

Distraction Burglars

They may look 'official' and claim to be 'from the Council' or say they have come to 'check up' on a fault. They may even claim there is an emergency and ask for help. Distraction burglars sometimes work in pairs, so always make sure you lock the back door and keep the key with you. Remember, real council or utility workers will NEVER turn up without checkable I.D. and will usually have an appointment. If you are alone and would rather wait until somebody is with you, ask the caller to come back later.

Doorstep sellers and workmen

In general, it is not advisable to buy goods from doorstep sellers. Don't be fooled by uniforms, or workmen with official looking vans. They may claim to be 'working in your area' and to have some materials left over which you will get for cheap. NEVER agree on the spot to work being done. ALWAYS get at least three quotes and use a firm whose references you can check. DON'T feel pressurised into signing anything on your doorstep. Above all, NEVER let workmen or salespeople drive you to the bank to get money out before the work is done. You'll probably never see them, or your money, again.

Use this three point check list every time you have a caller:

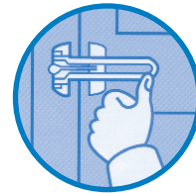
STOP

Are you expecting anybody?
Do they have an appointment?



CHAIN

Secure the door bar or chain before opening the door



CHECK

Ask for and double-check the caller's I.D.



- 1) If a card has a phone number on, look up the number in the book to see if they match.
- 2) Look at a recent bill to check the number.
- 3) Phone directory enquiries or your local Trading Standards office to check if a company is genuine.
- 4) Call the police non-emergency line on 0834 60 70 999 if you're still not happy.

DON'T FORGET: You do not have to let someone into your house unless you are satisfied of his or her identity.

DON'T BE SHY: Any reputable caller will expect you to check up thoroughly on them.

IF IN DOUBT, KEEP THEM OUT!