

# Not sure? Don't open the door

Always be aware of people who turn up unannounced. Most genuine callers will have a pre-arranged appointment.

Protect yourself from doorstep crime. Follow our advice to reduce the risk of being scammed.

## Not sure? Don't open the door!



# Preventing doorstep crime

Doorstep crime can include rogue traders offering home improvement or gardening services, or bogus callers who claim to be the council, police, health carers or energy companies.

## What should I look out for?

### Rogue traders

- May say they are in the area and have spotted a problem with your home or garden.
- May claim to have materials left over from another job, like paving or tarmac.
- May try to pressurise you to buy goods or sign up for services on the spot.
- May offer to carry out work cheaply, but charge an extortionate price after it has been completed.
- May offer to drive you to a bank so you can withdraw money to pay them.
- Provide false names, addresses or telephone numbers.

### Pedlars

- A pedlar is someone who calls at your door to sell items that they have on offer. This can often include cleaning or household goods.
- By law, they are required to carry a pedlar's certificate, which are issued by the police force in the area where they live.

### Bogus callers

- May claim to be working for the council, water, gas or electric company. They could also say they are a nurse, doctor or from the police.
- May say they need to come into your home, or try to get you to go outside.
- May try to distract you so they can steal your money.
- Can be male, female or even children.

### Tips to keep you safe

- If you are not sure who is at the door, don't open it.
- Check the identity of any caller. Confirm who they are by calling the company they work for using number from the telephone directory or a bill.
- Ask a neighbour to come around to check them before you open the door.
- Tell them to come back at a time when someone will be at home with you.
- Keep doors and windows locked and use the door chain every time you answer the door.