



This leaflet has been brought to you by the Safe and Sound Group
The aim of the group is to:

**“Keep older / vulnerable people feeling safe
and confident in their homes”.**

Below are some of the organisations represented on Safe and Sound:

Suffolk Police, Trading Standards, Age Concern, Suffolk ACRE, The Pension Service, District and Borough Councils,
Suffolk County Council, East Anglian Daily Times, BBC Radio Suffolk, CSV Media, Anglian Water
and Crimestoppers.

If you would like to know more about The Safe and Sound Group; Please contact the Community Safety
Unit at Suffolk Police on **01473 613500**

A Stranger at your door?

A simple guide to help
you to prevent bogus caller
and rogue trader crime.

Home or away - keep all doors
LOCKED



STOP

Is anyone **EXPECTED?**
Back door **LOCKED?**



CHAIN

Put **CHAIN ON** before
opening the door.



CHECK

Ask for caller's **I.D.**
Check it by **PHONE.**

STOP CHAIN CHECK LOGO REPRODUCED
BY KIND PERMISSION OF THE HOME OFFICE



Call anonymously with any
information you have and
you may qualify for a reward.

But if in doubt call the Police. Telephone 999



Suffolk County Council

“Bogus Callers” can be men, women or even children. They may tell a variety of stories to try to get into your home and steal from you. They may pretend to be from the water, electricity or gas “board” or another type of official.

Please remember that these so called “boards” do not exist anymore.

If anyone says that they are from any sort of “board” they are bogus; you should not let them in. Please call the Police on 999 straight away.

Others may trick you by asking for help to find things, perhaps to use the phone or to borrow something. If someone is at your door asking for help; leave them outside, close the door, phone 999 and ask for the Police.

“Rogue Traders” pretend to be trades people or sales people offering goods or services. They will try to deceive you into paying for work they may not actually do, or which is shoddy. They may try to pressure you to buy something you do not really need or is massively overpriced.

If in doubt keep them out!

Don't Get Caught Out!

Lock - Back door locked

Stop - Is anyone expected? Keep door closed

Chain - Put the door chain on

Check - Check their I.D.

If in doubt keep them out!

Call police on 999

When someone calls...

Do's

- ✓ **Do close and lock the BACK door and remove the key before answering your front door.**
- ✓ **Do put on your door chain or bar BEFORE opening your front door**
- ✓ **Do ask for identification from the caller and ask them to pass it through the gap without removing the chain.**
- ✓ **Do close the door again whilst you check the identification carefully. A genuine caller will not mind waiting outside while you do this.**
- ✓ **Do ask them to come back another day when you can have a friend or relative with you if you are still unsure.**
- ✓ **Do get at least 3 quotes. Ask friends or family for recommended traders.**
- ✓ **Do call police on 999 if you are at all suspicious. Police do take these incidents very seriously and it will not be any trouble to them.**

Don'ts

- ✗ **Don't believe all callers are genuine.**
- ✗ **Don't allow anyone in if you are at all unsure.**
- ✗ **Don't believe scare stories or be pressurised into a cash or quick sale.**
- ✗ **Don't have any work done on your home until you have taken alternative advice.**
- ✗ **Don't keep large amounts of cash in the house.**
- ✗ **Do not buy or sell anything at your door.**