



**Your guide to
dealing with
unwanted
cold callers**

Produced by the All Wales Doorstep Crime Group



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Your guide to dealing with unwanted cold callers



Unfortunately these days, not everyone who calls at your door is who they seem. So, you should always be on your guard. The person standing on your doorstep could be a legitimate caller, a rogue trader, or even a distraction burglar. But don't worry. If you read this simple guide and follow our Three Step Plan, you'll know exactly what to do. Less than 1% of people in Wales become victims each year, so make sure that you're not one of them.

Three Step Plan

REMEMBER

Genuine callers will not mind waiting.
It's your home.
You don't have to let anyone in!

1. If in doubt, keep them out.

It sounds simple, but if you don't let someone in - they will go away. Don't let them pressure you into opening the door.

Together we can crack down on cold callers

If they don't get into your house, they may continue knocking on doors in your neighbourhood. And if the police don't know about them - they can't do anything.

If you do happen to get caught off guard and people manage to get into your house, let us know about it as soon as possible. There's nothing to be embarrassed about, and the sooner we know about it, the better chance we have of catching them and recovering your property.

2.

Be prepared. Be in control.

Think about what to say to doorstep cold callers in advance. And keep a list of key contact numbers near your phone so you can check out legitimate callers. Ask all other unwanted callers to go away.

3.

Call a neighbour or the police.

Contact a local relative or nominated neighbour who can help verify a cold caller. If you think someone is a rogue trader call us on **101**. To report a distraction burglar or rogue trader who has taken your money and is still in the area - call **999**.

Dealing with rogue traders



Who are they?

They are often pushy salespeople or traders offering cut price home improvement services or other products. They are always charming and very believable. They are also very difficult to get rid of if they get through your door. They charge a small fortune for poor quality work, unnecessary repairs or cheap goods such as double glazing or energy efficiency products.

What tricks do they use?

They sometimes offer to tarmac your drive, work on your garden, repair your roof or clean your gutters for a low price. They may say that your house needs urgent repairs. They may say they are only in the area for a short time. They may say that they have done work for your neighbour. They may also offer you unbelievable discounts.

They then demand large amounts of cash as the job turns out to be bigger than they thought. Some ask for cash up front and are never seen again. Others will insist on driving people to their bank to pressure them into withdrawing their savings. Whatever they say - don't believe them.

What should you do?

Follow our Three Step Plan. Keep your door closed. Tell them to go away. Call us on **101** and give a description of them and their vehicle and remember the Three Step Plan! If they don't leave your doorstep or return after you've asked them to leave, they are breaking the law - and we can arrest them.

Top tips

- Install an intercom or spy hole for extra security.
- Never agree to have work done or part with money on your doorstep.
- Always get written quotes from at least two traders for any work.
- You have 7 days to cancel any purchase over £35 that you make in your home. If someone won't give you written notice telling you how and to whom you must give your cancellation - they commit a criminal offence.
- Always agree the price, payment arrangements and start/finish dates in writing before any work starts on your home.
- Don't pay in full until you're completely satisfied with the work.
 - Keep your home and belongings safe during works.
- If you think you've been cheated, are concerned about a trader or have any doubts call **101** or Consumer Direct Wales on **08454 040506**.

Call your local council or Neighbourhood Policing Team for advice and free services that will enhance your home security.

Dealing with distraction burglars



Who are they?

These people can be of any age and background, male or female and will use a range of excuses to distract you, catch you off guard and trick their way into your home.

What tricks do they use?

Some will seem very innocent and ask you for a glass of water or to use your phone, before finding another excuse to search your house for valuables. Others will pose as bogus officials, claiming to be a health carer, market researcher or from the council, police or a utility company such as the Gas or Water board. Either way, they will play on your good nature and be very convincing.

What should you do?

Remember the Three Step Plan! Keep your door closed. Tell them to go away. Call us on **101** and give a description of them and their vehicle and remember the Three Step Plan!

Other measures you can take

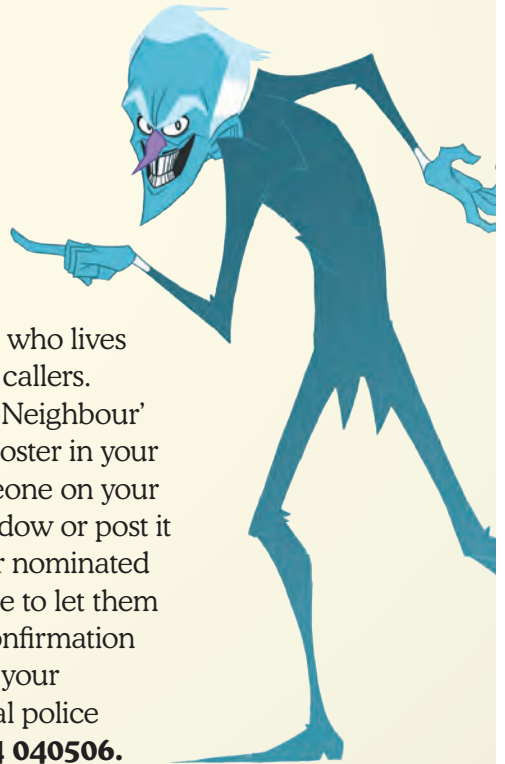
Genuine callers won't mind waiting outside on your doorstep while you check out their credentials.

- Look before you answer the door - Glance through a window or spy hole to see who it is and if they have a recognisable vehicle.
- Identity cards – These can be faked, so if you're not expecting anyone, call their organisation to check.
- Contact numbers - They may have an accomplice on the other end of the number they give you, particularly if it's a mobile number. So, call the organisation directly to make sure they are who they say they are.
- Passwords - Make things easier and set these up in advance with your gas, water and electricity suppliers.
- Nominated Neighbour Poster - Direct the caller to a safe window and show them your poster from this booklet.

Planning in advance

A Nominated Neighbour

Ask a trusted neighbour or a family member who lives nearby to help check out the identity of cold callers. Then write their address on the 'Nominated Neighbour' poster in this booklet. **DO NOT** display the poster in your window or open your door to give it to someone on your doorstep. Simply hold the poster up at a window or post it through your letterbox, so they can visit your nominated neighbour. Call your neighbour on the phone to let them know someone is coming around and get confirmation before letting them in. If you cannot contact your nominated neighbour, you can call your local police on **101** or Consumer Direct Wales on **08454 040506**.



Password scheme

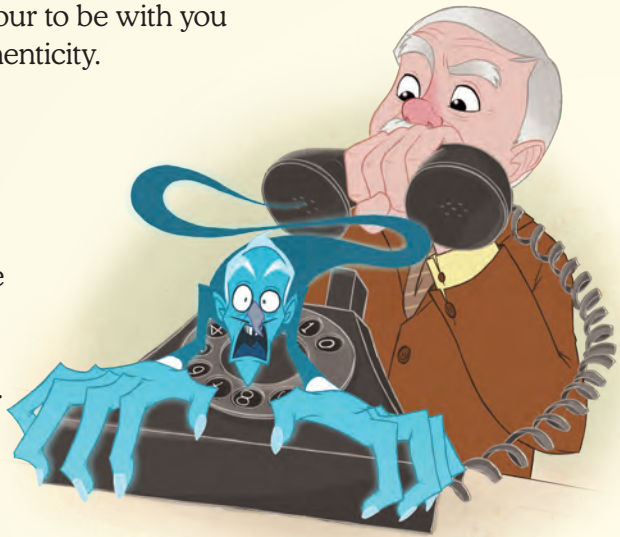
Many gas, water and electricity companies run a password scheme - so you can set up a memorable word that is only known to you and them. If they know the password you can safely let them in. Contact your local utility suppliers and remember not to tell anyone else your password.

Callers with an appointment

If you're expecting a caller at a specific time, ask your nominated neighbour to be with you so they can check their authenticity.

Dealing with cold callers on the phone

Again remember that you're in control. Don't give out the details of any of your current or savings accounts. And don't be afraid to put the phone down on unwelcome callers.



What tricks do they use?

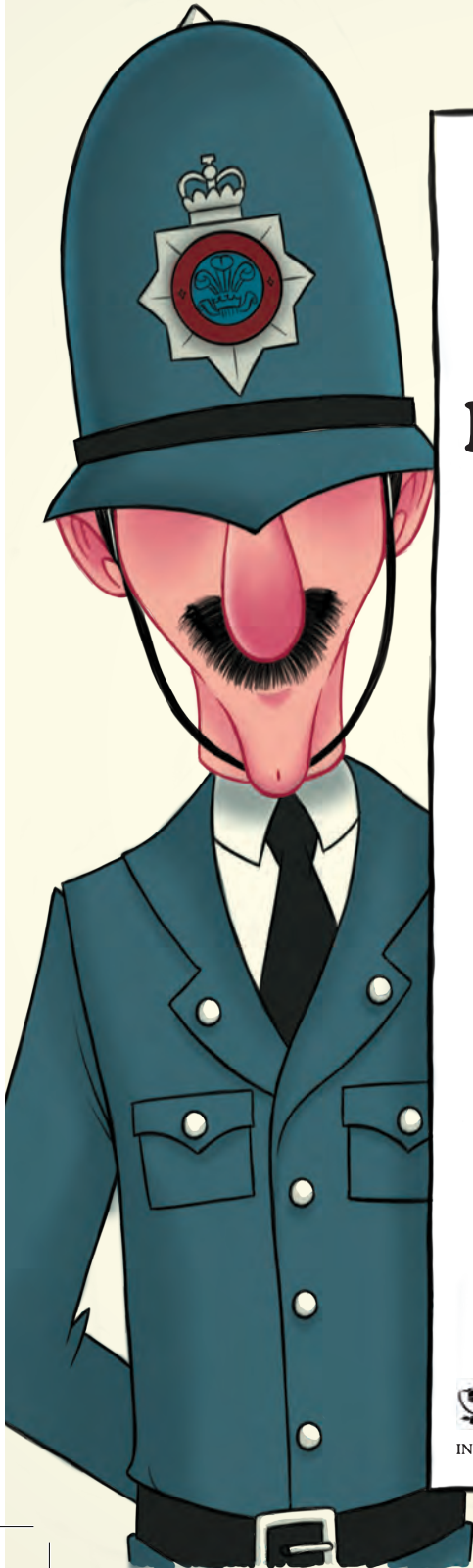
Popular scams include people saying you've won the lottery in another country and you just need to pay a fee to release the prize. If it sounds too good to be true it usually is! Other scams include offering a free loan to pay off your debts for an up front admin fee. There is no loan, just more debt. You also need to watch out for people claiming that you're due a council tax rebate and they will sort it out, for a fee of course. So be on your guard for these and other telephone scams. If you suspect a telephone call is a scam call **101** or Consumer Direct Wales on **08454 040506**. To reduce the number of unwanted telephone calls, register with the telephone preference service on **0845 070 0707** or at **www.tpsonline.org.uk**

Useful telephone numbers

Fill in the numbers that are personal to you and make a note of any relevant passwords in the spaces provided. Keep this list safe for future reference.

Company/person	Services they provide	Phone number
	Gas supplier <input type="text"/>	
	Electricity supplier <input type="text"/>	
	Water supplier <input type="text"/>	
	Phone supplier <input type="text"/>	
Local Council		
Nominated Neighbour		
Police-Non emergency	Report cold callers	101
Police-Emergency	Call if you feel afraid, threatened or intimidated.	999
Consumer Direct Wales	Trading Standards Advice and help in dealing with rogue traders.	08454 040506
Age Cymru	Telephone this number and you'll be provided with your local area details.	029 2043 1555
Pensions Service	Advice on benefits and pension provision.	0845 60 60 265
Victim Support	Free and confidential advice for victims of crimes.	0845 61 21 900
Crimestoppers		0800 555 111

If you can't find the information or contact number you're looking for please visit www.doorstepcallers.co.uk to find out more.



YOU ARE NOT RECOGNISED!

Please go to

nominated neighbour

.....

at

.....

They will check your
identity and return with you.



101

**PAN FYDD YN LLAI PWYSIG NA 999
WHEN IT'S LESS URGENT THAN 999**

IN PARTNERSHIP WITH YOUR LOCAL POLICE AND TRADING STANDARDS.