



Nottinghamshire Police

# Crime Prevention

Advice

## Dealing with unexpected callers

To speak to us call **101** or in an emergency dial **999**



nottspolice



nottspolice

[www.nottinghamshire.police.uk](http://www.nottinghamshire.police.uk)

Sign up for advice and crime alerts at [www.nottinghamshirealert.co.uk](http://www.nottinghamshirealert.co.uk)

## Answering the door

**LOCK** - Keep your front and back doors locked even when you are at home

**STOP** - Before you answer, stop and think whether you are expecting anyone. Check you have locked the back door and taken the key out. Look through a spy hole or window to see who the caller is

**CHAIN** - If you decide to open the door, put the chain or door bar on first, if you have one. Keep the chain or bar on while you are talking to the caller. With PVC doors, it can be difficult and costly to fit a door chain. Check with the manufacturer before you buy a PVC door, that a chain can be fitted

**FIRE SAFETY** - Only put on your door chain as you answer the door, don't keep it on all the time as this could delay your exit in case of fire

**CHECK** - Look at their clothing. Some official callers will have a uniform bearing their organisation name or logo. Even if the caller has a pre-arranged appointment with you, check their identification card carefully. Close the door while you do this. If you are still unsure, call the company concerned to verify their representative's identity. If you're still not sure ask the caller to come back later when someone is with you

## Bogus callers

- You should never agree to have any work done by someone who is just passing by
- Ensure your back door is locked if you are answering the front door to someone you don't know
- Watch out for anyone who says they're in a hurry or it's an

emergency. Don't let them pressure you. If in doubt, call a neighbour or friend or the police

- If you think a bogus caller has been to your home, call the police immediately on **999**

## Checkatrade helps you find a trader you can trust.

You can see an up-to-date list of builders, plumbers, gardeners, painters, electricians and many other types of business at [www.checkatrade.com](http://www.checkatrade.com)

## Getting quotations

- Try to get at least three written quotations
- Quotations should include a breakdown of costs including any extras and VAT where payable
- Check payment timing and agree any deposits and retention details. Avoid making payments 'up front' unless it's for materials which are on site and you have a receipt for
- For contracts agreed at home you have cancellation rights. The business should give you a written cancellation notice giving you a 14-day cooling off period
- For larger jobs consider choosing a contractor that offers an insurance backed guarantee

## If things go wrong

You have rights under the Consumer Rights Act 2015. For initial advice and information on all aspects of buying goods and services contact **Citizens Advice Consumer Service** on **0345 404 05 06**.

## Useful contacts

Checkatrade  
Nottinghamshire Victim Care  
Age UK

**0333 014 6190**  
**0300 303 1967**  
**0800 678 1174**

# PROTECT REGISTER IT

Register your property for FREE and improve your chance of getting it back if it is lost or stolen

## IMMOBILISE PROPERTY CRIME

[www.immobilise.com](http://www.immobilise.com)

For more information contact

**Crime Prevention Unit**

Nottinghamshire Police

Sherwood Lodge, Arnold

NG5 8PP

[crime.prevention@nottinghamshire.pnn.police.uk](mailto:crime.prevention@nottinghamshire.pnn.police.uk)