

How to beat the Bogus Caller

Crime Prevention Advice



If in doubt, keep them out!

Most people who call at your home will be genuine. But sometimes people turn up unannounced with the intention of tricking their way into your home. They are known as 'distraction burglars' or 'bogus callers', whose only aim is to get into homes to distract people and steal their money or valuables. You should always be aware when someone you don't know calls at your door.

Bogus callers may be smartly dressed and claim to be from the council, the Police, gas, electric or water companies. Some can also offer to do work on your property. They can be convincing and persuasive. They may be men, women or even children.

They often use 'props' like an identity card or wear overalls with a company logo on. If you are expecting the caller, remember to check their identification very carefully against the letter you have been sent or the password you have agreed to let them in.

IF IN DOUBT KEEP THEM OUT

Official visitors should arrange an appointment. If you are not expecting them and are alone, ask them to call back when you have someone with you.

DO NOT KEEP A LARGE AMOUNT OF MONEY IN YOUR HOME

Bogus callers can turn up as builders or gardeners and try to trick you to paying for unnecessary work. You should never agree to have work done by someone who is just passing, or take their word that the work needs doing at all. Do not accept any offer from them to drive you to a bank to withdraw money. If you think work needs to be done, get quotes from trusted companies and also ask a friend or relative for a recommendation.

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**.

Lock, stop, chain, and check

When someone calls at the door and offers to do repairs to your home or to ask for urgent help, or when an official knocks on your door, follow these simple steps to help protect yourself and your home from bogus callers.

■ **LOCK** – Keep your front and back doors locked, even when at home.

■ **STOP** – Before you answer, stop and think if you are expecting anyone. Check that you have locked any back doors and take the key out. Look through the spyhole or window to see who it is.

■ **CHAIN** – If you decide to open the door, put the chain or bar on first. Keep the bar or chain on while you are talking to the person on the doorstep.

Some bogus callers call on older and vulnerable people saying they need help urgently. They may ask you to help them outside the house or ask to come in to make

a phone call or for a glass of water. Only go to help them if you have someone else with you. Don't worry if you choose not to help - it is not rude or unfriendly.

■ **CHECK** - If someone who looks official calls at your door, always do the following.

- Ask for and carefully check their identity card.
- Do they look like the person on the card?
- Is the name the same as you are expecting?

Close the door while you check these and call companies if you need to check that they are genuine.

If you are not happy, do not let them in. Keep a list of important and useful phone numbers by the phone.

Gas, water and electric companies now have passwords for older and vulnerable customers. Customers can give the company a confidential password and when someone calls they need to use this to prove who they are.

IF YOU HAVE DOUBTS, KEEP THEM OUT

LIST OF USEFUL NUMBERS

	Name	Contact Number
Family / Friend		
Water provider		
Gas provider		
Phone provider		
Electricity provider		
Doctor		
Trading Standards	Citizens Advice	0845 404 0506

Contact your local Crime Reduction Officer for further advice
Simply call 101 or visit www.westyorkshire.police.uk



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