

Norfolk & Suffolk Crime Prevention

Guidance Note

Cold Callers



How to deal with Cold Callers

- Always ask for identification from any unexpected callers and do not to let anyone in if you are not comfortable with whom they are and verify their identity with the company they work for.
- Always use the chain and viewer on your door to see who is calling. Only open the door if you feel comfortable and always keep the chain on.
- Councils and utilities companies will generally contact householders by telephone or letter if they plan to carry out repairs rather than make unsolicited calls.
- If you have a back gate ensure that it is locked with a padlock. A slide bolt is not sufficient on its own.
- Ensure that your doors are kept locked when you are in the house.
- If you need carers or family to have access then consider fitting a key safe on the outside wall near to the front door.
- If anyone calls claiming to be from the utility companies such as water, gas, electricity or the council do not let them in. Unless they can quote to you on the doorstep your personal account number which is found on your bills. If you are at all suspicious then phone the police immediately.
- Please report anything suspicious as soon as possible to police on 101.

For Further Crime Prevention Advice:-

For Norfolk dial 101 and ask to speak to your local Architectural Liaison Officer (ALO)

For Suffolk dial 101 and ask to speak to your local Safer Neighbourhood Team