



- Beware of the odd job person who is “In the area” and may have spotted a problem with your house or garden.
- They may claim that they have goods left over from another job, such as paving or tarmac.
- Don’t listen to any scare stories, get another opinion.
- Be cautious if you’re told that you will only get a discount if you sign up straight away.
- They may attempt to pressure you by giving you a free gift before they start their sales pitch.

## Saying No

- Never buy anything at the door.
- If all else fails, politely say “No thank you” and close the door.
- Ring Consumer Direct (see back page) if you have problems with builders and landscape gardeners calling unannounced.
- Always get a second opinion and a written quotation before you have any work done.
- Don’t rely on freephone or mobile numbers. Get a postal address and a landline number.

**Remember**, tell salesman, “I don’t buy from doorstep sellers” and close the door. If a doorstep seller refuses to leave, dial 999 and ask for the police. For a No Cold Calling Door Sticker Call Consumer Direct. Tel: 08454 04 05 06

## Know Your Rights

Traders who visit consumers at home or at work, and sell goods or services over £35 must give written notice of the 7-day cooling off period in which the consumer may cancel the contract. If you want the work to start before that date, you must say so in writing. The cancellation rights apply, whether or not you invited the trader to call.

**Don’t let burglars con their way into your home**

**ALWAYS CHECK A CALLER’S IDENTITY BEFORE YOU LET THEM IN.**

- Always keep your doors and windows locked.
- Contact your utility companies to arrange a password scheme.
- Once a password scheme has been set up they will be able to use it even in an emergency.
- Always put the chain on before you open the door.
- Always ask for proof of identity, but do not take it for granted that it is genuine, just because it looks professional.
- Explain that you are going to close the door while you check out their identity.
- Telephone their offices to confirm their identity – keep a list of numbers handy or use Directory Enquiries.
- **NEVER RELY ON THE TELEPHONE NUMBER THEY GIVE.**
- A genuine caller will not mind the delay while you check them out.
- If you are unsure, ask them to call back when you can arrange for a friend or relative to be present.
- If you are not satisfied, don’t let them in; dial 999 immediately and notify the police.

**REMEMBER CRIME  
AGAINST THE  
ELDERLY IS RARE**

## CRIME PREVENTION AFTER BEREAVEMENT

Adults living on their own following bereavement are more vulnerable and unfortunately some criminals may take advantage of this.

**There are a number of things that can be done:**

- Do not leave your home empty during a funeral
- Only deal with callers by appointment.
- Genuine callers from utilities will have identity cards and be happy to wait on the doorstep while verification is made by the householder.
- Never do business with doorstep callers.
- Have a telephone number of a friend who can be contacted if uncertain about the caller at the door.
- Keep the back door locked at all times.
- Consider having extra security fitted.

## IF IN DOUBT, KEEP THEM OUT

**Care & Repair Leicestershire Home Improvement Agency** assist home owners who are older, disabled and/or living on a low income to repair, improve or adapt their homes.

**Age Concern Leicestershire & Rutland Handyman Service** can provide house maintenance, home security and safety adaptations, basic gardening and decorating work.

**Help the Aged** – Leicestershire HandyVan fits a range of safety and security products

**PRIDE** alarm consists of an alarm box and strobe light fitted to the exterior of your home. You would then carry a small radio key fob to activate the alarm system.

**Victim Support Leicestershire & Rutland (VSLR)** is an independent Charity. They offer emotional and practical support to victims and witnesses affected by crime.