

If you agree to buy goods or services at the door:

Were you given a written notice of your right to cancel the agreement? Yes No

Was the trader aggressive or persistent in persuading you to agree? Yes No

Were you given a quote or estimate?

Written Quote Yes No

Verbal Quote Yes No

How much did you agree to pay?

How were you asked to pay? Cash Cheque
 Credit Card Cash-point Withdrawal

Were you satisfied with the work? Yes No

If no, give reasons:

.....

.....

.....

Householder details:

Your name:

Age: Address:

.....

Telephone:

Email address:

.....

Do you live alone? Yes No

Are you displaying a 'No Cold Callers' sticker in a prominent position? Yes No

Do you agree to Trading Standards disclosing your address if the company who called are contacted? Yes No

Only hand this form, when completed, to the police or Trading Standards officers.

Trading Standards

To complain about illegal sales activities:

- www.tradingstandards.gov.uk

Citizens Advice Consumer Helpline

- 0345 4040506
- 18001 0345 4040506 - textphone/Minicom

Further assistance

More support and guidance is available from these websites:

- www.dc.police.uk/doorstep-crime
- www.swercots-partners.org.uk
- www.citizensadvice.org.uk
- <http://alerts.dc.police.uk>

To stop unwanted marketing

Contact Preference Services to register your request not to receive unsolicited sales and marketing for telephones, mail and fax:

- Helpline - 0207 291 3300

Telephone preference service

- www.tpsonline.org.uk

Mail preference service

- www.mpsonline.org.uk

Fax preference service

- www.fpsonline.org.uk

Crimestoppers

You can give information about crime, anonymously, via phone or email:

- www.crimestoppers-uk.org



How to contact the police

Non-emergency

If a crime has already happened, or to give information about a crime.

www.dc.police.uk/reportcrime

101@dc.police.uk

www.dc.police.uk/find-team

101

999 Emergency

Where life is threatened, people are injured, offenders are nearby or if immediate action is required.

Deaf/hard of hearing or speech impaired

999 Emergency - SMS/text number
Register for this at www.emergencysms.org.uk

18000 Emergency - textphone/Minicom

67101 Non-emergency - SMS/text number

18001 Non-emergency - textphone/Minicom

AskNed

For help and advice or to answer your questions
www.dc.police.uk/AskNED



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Doorstep crime information



Trading Standards
Working in partnership



Devon & Cornwall Police

The aim of this leaflet is to offer advice on how to deal with cold callers, to help prevent YOU from becoming a victim of doorstep crime.

You can't pick out a criminal just by looking at them. If you don't know who is calling at your door or you are unsure - don't let them in.

Always confirm the identity of people who call at your door.

Keep an eye out for elderly neighbours who may be more vulnerable to cold callers and need assistance.

Doorstep criminals are referred to by several different terms:

- **Bogus callers** - These are people who may use tricks to get you to give them money or personal details.
- **Rogue traders** - These may be offering a service but overcharge you for poor or incomplete work.
- **Aggressive sellers** - In some instances this tactic can constitute a criminal offence.
- **Distraction burglars** - One person may keep you occupied at the front door while another one enters your unsecured home at the back.

Tips to help keep you safe

- If you are not sure who is at your door - don't open it.
- Remember to use your door chain if you have to open your front door to strangers.
- Always properly check the identity of all callers if they are not known to you before opening your door.
- Beware of common tricks such as being asked to make a telephone call, wanting to retrieve a lost ball (even if it is a child) or being asked to check your water, gas or electric. If in doubt keep your door secure.
- Always look up telephone numbers for yourself - do not accept numbers provided by callers as they could be bogus.
- Always keep doors and windows secure - it is easy for strangers to enter the rear of your home when you are busy answering the front door to their accomplice.
- Be suspicious of anyone you don't know. If someone is looking for work or offering services, don't rush to agree or sign any documents. Tell them you want to get a second opinion.
- Ask a friend or neighbour to be available to help you if you need them.
- Consider joining a Neighbourhood Watch scheme - email: DACCWA@dc.police.uk.

Working together to combat crime

Devon & Cornwall Police and Trading Standards have created the Devon and Cornwall Doorstep Crime Reduction Partnership to work together to tackle criminals that come to your door.

You can report anyone acting suspiciously to the police.

What you need to do:

1. Read and keep this leaflet where you can easily find it.
2. Record information about people and / or vehicles immediately after they have called at your front door. **See the attached evidential form to be completed.** Hand this form to the police or Trading Standards who may retain it for evidence.
3. 'No cold caller' stickers are available from your local policing team or from Trading Standards. Ensure the sticker is clearly visible from your front door. If your sticker is ignored please advise Trading Standards.



Evidential form - dealing with cold callers

Time / date:

Name and address of company:

Name of individual(s):

1.

2.

Physical description:

1. Gender: male female 2. Gender: male female

Age: Height: Age: Height:

Build: Build:

Accent: Accent:

Hair colour / style: Hair colour / style:

Other details: Other details:

Vehicles used:

1. Make: 2. Make:

Model: Model:

Colour: Colour:

Reg. no.: Reg. no.:

Other details: Other details:

Telephone numbers used:

What were they offering?

How much did they want?

Have they left you any advertising material etc?

