



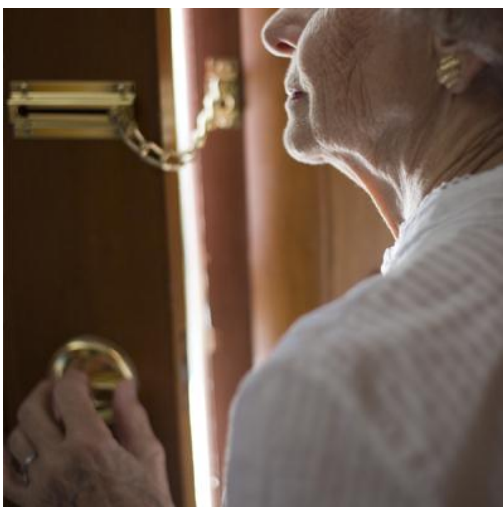
Fact Sheet KPS02 June 2013

How to deal with doorstep callers

Unwelcome visitors

When someone comes to your door always **Stop, Chain and Check...**

- Are you expecting anyone?
- Do they have an appointment?
- Put on the chain or door bar before you open the door.
- Ask for an identity (ID) card and check it carefully.
- Check their photograph and their name.
- Check the company phone number in your phone book or on a bill and call to check their ID
- Never feel embarrassed to ask them to give you the card –**do not take the chain off**, get them to pass it through and then check it.



If you are unsure, ask the caller to come back when there is someone else with you. Or you can ask them to make an official appointment by letter.

Genuine callers will not mind.

Never give your bank details to an uninvited caller.

Your doorstep, your decision.

People come knocking on your door and can be very persuasive.

Below are examples of what they might say:

“This is a limited offer...only available until Friday.” (Better buy quickly. You’re lucky I’m offering this to you.)

“The Government has just proven that this is the best thing ever.” (The experts say you should buy this.)

You have won a competition...” (You are lucky and I am offering you a prize...)

If they are selling something.....

If you have checked the identity of the sales person and are happy to talk to them, remember the following:



Take control – you ask the questions

If you decide to have a meeting with a doorstep seller, make sure you are in control. Remember it is a business situation, not a chat with a friend.



Do not sign on the spot – shop around

How do you know if the price is right? Check with other companies offering the same product first. Do not be hurried into a decision even if they offer you a discount.

If you do sign a contract, remember that the Doorstep Selling Regulations provide a 7 day 'cooling off' period during which you can cancel contracts made in your home.

If the goods cost more than £35 then the seller must give consumers their cancellation rights in writing, if not they may commit a criminal offence.

If they do not do this, phone **Citizens Advice Consumer Helpline** on **08454 04 05 06**.

'Distraction burglary'

This is when the thief tricks their way into a person's home rather than breaking in.

- The most common method is to pretend to work for either the council, the Police, or a utility company
- They may also ask if they can have a glass of water or go to the toilet
- They may pretend to be door-to-door sales people
- They can be male or female and use children to distract the person.

Thieves may also pretend to be trades people. They will often carry out very poor work, sometimes no work at all and can charge a huge amount for work that may not need doing.

If you want a job done:

- Ask your friends or neighbours if they can recommend someone
- Get two or three quotes from different companies
- Always agree a cost before the work starts
- Never pay someone cash before they do the job
- Never let workmen or women know that you keep cash at home. Never accept a lift from them to go to the back to collect money
- Do not give them keys to your home – whenever possible, be present or ask a neighbour to be there
- If you are not happy with their work then ask a friend or family member to be present when you talk to them about it
- If in doubt contact Citizens Advice.



Visit www.barnet.gov.uk/scams for information about local scams and how to report them

If you need this fact sheet in a different format, please contact the Communications Officer for Adult Social Care and Health on:

Tel: 020 8359 7150

Email: adultsocialservices@barnet.gov.uk