

Not sure? Don't open the door

Always be aware of people who turn up unannounced. Most genuine callers will have a pre-arranged appointment.



Protect yourself from doorstep crime. Follow our advice to reduce the risk of being scammed.

Not sure? Don't open the door!



The National Intelligence Unit
for Organised Travelling Criminality

Preventing doorstep crime

Doorstep crime can include rogue traders offering home improvement or gardening services, or bogus callers who claim to be the council, police, health carers or energy companies.

What should I look out for?

Rogue traders

- May say they are in the area and have spotted a problem with your home or garden.
- May claim to have materials left over from another job, like paving or tarmac.
- May try to pressurise you to buy goods or sign up for services on the spot.
- May offer to carry out work cheaply, but charge an extortionate price after it has been completed.
- May offer to drive you to a bank so you can withdraw money to pay them.
- Provide false names, addresses or telephone numbers.

Pedlars

- A pedlar is someone who calls at your door to sell items that they have on offer. This can often include cleaning or household goods.
- By law, they are required to carry a pedlar's certificate, which are issued by the police force in the area where they live.

Bogus callers

- May claim to be working for the council, water, gas or electric company. They could also say they are a nurse, doctor or from the police.
- May say they need to come into your home, or try to get you to go outside.
- May try to distract you so they can steal your money.
- Can be male, female or even children.

Tips to keep you safe

- If you are not sure who is at the door, don't open it.
- Check the identity of any caller. Confirm who they are by calling the company they work for using number from the telephone directory or a bill.
- Ask a neighbour to come around to check them before you open the door.
- Tell them to come back at a time when someone will be at home with you.
- Keep doors and windows locked and use the door chain every time you answer the door.