

Nominated Neighbour Scheme is presented to you by
Croydon Trading Standards and Croydon Police

Useful telephone numbers

Croydon Council General Switchboard:
☎ **020 8726 6000**

Police Non Emergency Number:
☎ **101**

Crimestoppers:
☎ **0800 555 111**

Croydon Trading Standards:
☎ **020 8407 1311**

AgeUK Croydon:
(previously Age Concern/Help the Aged):
☎ **020 8662 8787**

Croydon Borough Neighbourhood Watch:
☎ **020 8555 1200** ext **37637**

Thames Water:
☎ **0800 009 3964**

Citizens Advice Consumer Service National Helpline:
☎ **03454 04 05 06**

Croydon Careline:
For self-referrals: ☎ **020 8726 6500**
For information: ☎ **020 8654 7166**



CROYDON POLICE & CROYDON COUNCIL NOMINATED NEIGHBOUR SCHEME

How to be a Nominated Neighbour



Working together for a safer London

CROYDON
www.croydon.gov.uk

Thank you for agreeing to assist with the Nominated Neighbour Scheme. This initiative has been launched by Croydon Council and Croydon Borough Police to reduce distraction burglary and rogue trading. This type of offence is probably one of the most cowardly of our time. We hope that this initiative will help older people and vulnerable members of our community to feel safe in their homes once more.

What is a bogus caller?

Any person who attempts to enter your home by tricking or confusing you.

The utility companies can arrange passwords, to ensure that only genuine company officials gain access to their customer's homes.

What is your role?

- 1 Your friend or neighbour will write your address onto the panel on their "Nominated Neighbour" Card.
- 2 When your neighbour has someone call at their home, who they do not recognise, they will show them the card, which will direct the caller to your home.
- 3 Check their identity.
DO NOT LET THEM INTO YOUR HOME.
- 4 When you are happy that they are genuine, return with them to your neighbour's home.
LOCK ALL YOUR DOORS BEFORE YOU LEAVE.

- 5 When you arrive at your neighbours' home, stay with the caller while they conduct their business (unless your neighbour specifically asks for privacy).
- 6 Secure both front and back doors and ensure no one else can enter undetected.
- 7 Never allow the caller to move from one room to another.
- 8 Never leave the caller alone.
- 9 When they have completed their business, see them off the premises.

All genuine callers will not mind waiting while you check their identity.

What happens if you are not at home when your neighbour has a caller?

Tell your neighbour that if the caller returns to their house and says you are not at home, they should simply tell them to make an appointment by letter and come back another day.

If you are uncertain or have doubts about the identity of the caller, call the police immediately on 999.

IF IN DOUBT, KEEP THEM OUT!