

# Visitors to your home



How to stay safe when people come to your home.

## Easy Read Factsheet



Most people who come to your home are okay.



Bogus callers are people who try to trick their way inside your home to steal things.



Bogus callers can be men, women and even children.



If you are not sure about a caller don't let them into your home.

## Some bogus callers say they need your help.

They may say they need things like:



To use your phone.



To wash their hands.



A drink of water.



To find a lost ball or pet.



Never let strangers asking for help into your home.

## Some bogus callers say they are workers.



They may tell you that urgent work needs to be done on your home.

Never agree to have any work done by someone who knocks on your door.

You can get a free sticker pack for your home.

The sticker tells uninvited traders to leave you alone.



**DOORSTEP  
SELLERS –  
DON'T  
CALL HERE**

**Please leave and  
do not return**



The sticker goes on your front door.

Contact 'Call Derbyshire' for a sticker pack:

- Phone: 01629 533190
- Email: [trading.standards@derbyshire.gov.uk](mailto:trading.standards@derbyshire.gov.uk)

Some bogus callers say they are from a company.



They may say that they are from a gas, water or electric company.

Agree a password with your gas, electric and water company.



When their staff visit you they will say the password so you know they are real.

This doesn't cost money.

Water, gas and electricity staff expect you to check their identity.



Check their identity carefully before letting them in.

They don't mind waiting.



Water company staff don't need to go inside your home to test water pressure or fix a leak.

If they need to go inside your home they will write to you to make an appointment.

Jasmin Baines  
16 High Street  
Sunnyfield  
PT1 1AB



If you are not expecting visitors it's okay not to answer the door.



Don't let strangers into your home.

Keep your front and back doors locked.



Keep your doors locked even when you are at home.

If you do open your door, check who is there first.



Look through a spy hole or window to see who is there.



Fit a safety chain to your door and use it when answering the door.



If you are not sure about the caller keep the chain on.

Close your front door if you have to go back inside your home.



Never leave your door open if you need to get something from inside like your glasses or a letter.



It's okay to leave the caller waiting outside with the door closed.

Visitors who are okay should not mind waiting outside.

Don't leave anything valuable on show.



Do not leave things like money, wallets or keys within easy reach of your door.

## Tell the Police about any bogus callers.

The Police want to hear about bogus callers so they can stop them.



Phone 101 to talk to the Police.  
Phone 999 in an emergency.

The Police will help you stay safe.

If you know anything about a crime and do not want to give your name call Crimestoppers on 0800 555 111.



## Also see our factsheet about 'Protecting your home'.



It has lots of information to help you keep your home safe and secure.

It gives you advice about:

- Keeping your doors and windows locked.
- Keeping spare keys safe.
- Looking after your valuables.
- Keeping your home safe when you go away.



Derbyshire County Council runs a Trusted Trader Scheme.



It can help you find honest and reliable traders.

These traders commit to doing a good job for a fair price.

If you need a builder, plumber, decorator or other trader contact Call Derbyshire.

- Phone: 01629 533190
- Text: 86555
- Website: [www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader)



Go to [www.repsonboard.org](http://www.repsonboard.org) to see all of our Keeping Safe Factsheets

If you feel you are being picked on you can also talk to Stop Hate UK by phoning this number.

**STOP HATE CRIME**  
**0800 138 1625**  
**24 HOUR HELP LINE**

Factsheet designed by The Clear Communication People Ltd in partnership with the 'Keeping Safe Project' - a Derbyshire County Council and MacIntyre funded project for people with learning disabilities. Adapted from original factsheet developed with Surrey Police as part of a Stop Hate Crime project funded by The Learning Disability Partnership Board in Surrey.