

How to beat bogus callers

Keeping you secure and safe

While most callers to your home will be genuine, we are aware that there may be 'bogus callers' operating in the area that could take advantage of our presence in your neighbourhood, to gain access to your home.

A bogus caller may claim to be from the council, the police, health organisation or gas, water or electricity companies. They can be very persuasive.

Remember: If you are expecting a caller – check their identification very carefully.

All Nottingham City Homes and our constructor partners will always carry and display identification. Their identification card will show their name, photo and the official company logos.

Before we begin any work or visits to your home, you will receive a letter, giving you the details of who will be coming and when and also the contact details for your Customer Liaison Officer.

When any of our workers come to your door, ask them to show you their identity. If you're still not sure, our workers will be more than happy to wait outside while you call to confirm their identity, or if you want to re-arrange the appointment.

Simply call the Secure Warm Modern Team on 0300 333 8100.

If the worker or visitor does not have an identity card, do not let them in and call us immediately to let us know. If in doubt, keep them out!

If you think that a bogus caller has called at your door, report it to the police immediately – dial 999 and tell them what happened.

Remember, most callers to your home will be genuine. By following these simple steps and keeping alert you can help keep yourself and your belongings safe from bogus callers.

Need to know more?

Call a member of the Secure Warm Modern Team on **0300 333 8100** or e-mail swm@nottinghamcityhomes.org.uk



**Nottingham
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