



Nominated Neighbour Scheme

How to be a Nominated Neighbour

Thank you for agreeing to assist with the Nominated Neighbour Scheme.

This initiative has been launched to reduce doorstep crime.

We hope the scheme will help our vulnerable neighbours feel safe in their homes once more.

What is Doorstep Crime?

Any crime where a lie, trick or distraction is used on an occupant to try and gain access to the premises to steal property.

It also includes crimes where Rogue Traders visit a victim's home purporting to be tradespersons, offering repairs, services and maintenance to homes and gardens. They carry out unnecessary or inferior work, or sometimes no work at all, and charge hugely inflated fees far in excess of the norm. Victims are intimidated and are often given no cancellation rights.

What is your role?

1. Your neighbour will write down your address onto the supplied "Nominated Neighbour" card.
2. When your neighbour has someone call at their home whom they do not recognise, they will show them the card. This directs the caller to your home.
3. Confirm their identity. Do not let them into your home.

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4. When you are satisfied that the caller is genuine, return with them to your neighbour's home. Remember not to leave your home insecure.
5. At the neighbour's home, stay with the caller while they conduct their business (unless your neighbour requests otherwise).
6. Make sure that no one else enters the home uninvited.
7. Trust your instincts. You may want to stay with them at all times and not let them move from room to room.
8. When they have completed their business, watch them leave the home.

If you are out

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

Tell them not to argue, but simply walk away from the door.

Remember!

All genuine callers will not mind waiting while you confirm their identity. If they argue – be very suspicious.

Most criminals will be put off by the scheme, and not call at your home. However this cannot be guaranteed, so you cannot afford to be complacent.

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

In an emergency or for an incident requiring urgent police attention dial "999". All other calls should be made to 0161 872 5050.