





NOMINATE A NEIGHBOUR SCHEME

## What is your role?

- 1 Your friend or neighbour will write your address on to their 'Nominated Neighbour card'.
- 2 When your neighbour has a caller at their home whom they do not recognise, they will show the card to direct the caller to your home.
- 3 Check their identity.

### **DO NOT LET THEM IN YOUR HOME!**

- 4 When you are happy that they are genuine, return with them to your neighbour's home.

### **LOCK ALL DOORS BEFORE YOU LEAVE.**

- 5 When you arrive at your neighbour's home, stay with the caller while they conduct their business (unless the neighbour specifically asks for privacy).
- 6 Secure both front and back doors and ensure no one else can enter your neighbour's property 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, escort the caller off the premises.

**Genuine callers will not mind waiting while you check their identity. Utility companies can arrange passwords, to ensure that only genuine officials gain access to their customers' homes**

If you are uncertain, or have any doubts about the identity of callers, contact the police immediately.

Tel: **0300 123 4455** or if you require assistance urgently dial **999**