

## COLD CALLERS

Be wary of all cold-callers offering to do work on your home, as they can offer over-priced or unnecessary services, or put pressure on residents to agree to the work. Traders must give you a written quote from the business address, which should include a 14-day cancellation period before the work starts. You should always use recognised companies or people who have been recommended to you by a trusted source.

Police always recommend using a door chain and asking to see the identification of unexpected callers.

- if you are suspicious of a caller ring 999 straight away
- keep your cash in the bank, not at home
- keep windows and doors secured if you're not in the room
- set up a No Cold Calling Zone – contact your neighbourhood policing team <https://www.avonandsomerset.police.uk/your-area/> or North Somerset Council [www.\(n-somerset.gov.uk](http://www.(n-somerset.gov.uk) to find out more.

Remember, genuine callers:

- expect you to check their identification before opening the door
- would never try to rush you by claiming there's an emergency
- will happily make an appointment to come back when you can have a relative or friend with you