

The Havering Community Safety Partnership

Nominated Neighbour Scheme



How to use your Nominated Neighbour Card

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Before you use your card

Before you use your card, arrange with a trusted neighbour or a member of your family who lives nearby to be your 'Nominated Neighbour'

Ask them if they will help you check out the identity of any person who calls at your door, accompany them into your home and remain with you until their business is complete.

Once you have found your 'Nominated Neighbour' write their address into the space provided on your Nominated Neighbour Card.

Notes on the use of your card

- 1 Keep your card near your front door.
DO NOT put it in permanent display it in a window.
- 2 When someone calls at your home, ensure your back door is locked, then look through a window or door viewer to see if you recognise them.
DO NOT OPEN THE DOOR

If in doubt ke

- 3 If you do not recognise them, speak to them via a window if possible or ensure your door chain is on before you answer. **TAKE YOUR TIME** - a genuine caller will not mind waiting.
- 4 Show them your card through a window or the gap allowed by the door chain.
DO NOT GIVE THE CALLER YOUR CARD
DO NOT SPEAK TO THEM
- 5 Give them a few minutes to read the card, then walk away or close the door if it has been opened.
- 6 If you have a telephone, call your **Nominated Neighbour**, tell them you have a caller and they are coming to speak to them.
- 7 Wait for the caller to return with your **Nominated Neighbour**. Remember to verify identification via a window or door viewer.

Remember, genuine callers will not mind waiting and are aware your safety is a priority.

It is your home, you are not being rude
You do not have to let anyone in.

Keep them out

Havering HomeSafe SeniorSafety Scheme

To obtain the installation of the minimum security products for a household, for example, door viewer, door chain and window locks please contact Havering Homesafe Seniorsafety on **01255 473999**. This service is free of charge to all Havering residents over 60 years of age.

This scheme is operated in partnership with Help the Aged, the London Borough of Havering, the Police and the London Fire and Emergency Planning Authority (LFEPA)

To obtain further crime prevention information call the Metropolitan Police Havering Borough Crime Prevention Office on 01708 779400.



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