

Operation Liberal

Community Safety update for bulletin week ended 24 July 2009

Water companies

Water UK has forwarded a revised list of all water companies and their telephone numbers to enable householders to call to verify the identity of a doorstep caller purporting to be from a water company. Please ensure all your partnerships are aware of this new list which can be disseminated to the public.

UK Water Industry 'Distraction Burglary' Initiative	
<i>Consumers are advised to use the following contact numbers to check the identity of a 'water company' doorstep caller:</i>	
Company	Telephone number
Anglian	0800 145145
Bournemouth & West Hants	01202 597137
Bristol	0800 373501
Cambridge	01223 706050
Dee Valley	01978 846946
Dwr Cymru (Welsh)	0800 281141
Essex & Suffolk	0845 7820999
Folkestone & Dover	0845 8885888
Hartlepool	0800 0284816
Northern Ireland	0845 744 0088
Northumbrian	0845 7171100
Portsmouth	023 92477999
Severn Trent	0845 604 1655
Scottish	0845 6018855
Southern	0845 2780845
South East	0800 5192222
South Staffs	0800 3891011
South West	0800 1691144
Sutton & East Surrey	01737 772000
Tendring Hundred	01206 399333
Thames	0845 9200800
Veolia Water Three Valleys	0845 7823333
United Utilities	0845 7462200
Wessex	0845 6004600
Yorkshire	0800 1387878

Estate agents

Following the series of distraction burglaries identified across the East Midlands where a group of people have called at properties where for sale boards are displayed and asked to look around with a view to buy and then stealing cash and other property, a request has been sent to the National Association of Estate Agents and also the Association of Home Information Pack Providers highlighting the problem and asking both organisation to notify their members. They are requested to remind clients not to let anyone into their home they do not know. If they choose to allow an uninvited caller to view their property they should as a minimum, take the callers name, phone number and vehicle registration number and not leave that person unattended. If property is found to be missing after the visit, they are to call the police as a matter of urgency. Options available to ensure the solution can be delivered include

- Consider operating an appointments only system – preferably in writing
- Notify clients of the appointment and the name of the potential buyer
- Consider escorting potential buyers to viewings
- Encourage clients not to open the door to uninvited callers
- Ensure the above is included in the clients information pack

Leaflets available free of charge from the Home Office (Via your local crime prevention officer) include

- Peace of mind while you move house
- A guide to home security
- How to beat the bogus caller