

Nominated Neighbour Scheme is presented to you by
Croydon Trading Standards and Croydon Police

Useful telephone numbers

Croydon Council General Switchboard:

☎ **020 8726 6000**

Police Non Emergency Number:

☎ **101**

Crimestoppers:

☎ **0800 555 111**

Croydon Trading Standards:

☎ **020 8407 1311**

AgeUK Croydon:

(previously Age Concern/Help the Aged):

☎ **020 8662 8787**

Croydon Borough Neighbourhood Watch:

☎ **020 8555 1200 ext 37637**

Thames Water:

☎ **0800 009 3964**

Citizens Advice Consumer Service National Helpline:

☎ **03454 04 05 06**

Croydon Careline:

For self-referrals: ☎ **020 8726 6500**

For information: ☎ **020 8654 7166**



CROYDON POLICE & CROYDON COUNCIL NOMINATED NEIGHBOUR SCHEME

How to use your Nominated Neighbour Card



METROPOLITAN
POLICE

Working together for a safer London

CROYDON
www.croydon.gov.uk

How to use your

Nominated Neighbour Card

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 prepared to help you check out the identity of any person who calls at your door and accompany them into your home while they speak to you.

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



How to use your card

- 1 Keep your card near your front door. **DO NOT DISPLAY IT IN A WINDOW.**
- 2 When someone calls at your home, try to look through a window to see if you recognise them. **DO NOT OPEN THE DOOR.**
- 3 If you don't recognise them put the chain on Your door before your answer, **TAKE YOUR TIME** - they will not mind waiting.
- 4 Open the door and show them your card. **DO NOT SPEAK TO THEM.**
- 5 Give them a few moments to read your card and close the door. Keep the chain on.
- 6 If you have a telephone, call your Nominated Neighbour, tell them you have had a caller and they are coming to speak to them.
- 7 Wait for the caller to return with your “Nominated Neighbour”.

Remember genuine callers will not mind waiting. It is your home. You do not have to let anyone in.

IF IN DOUBT, KEEP THEM OUT!