



# Nominated Neighbour Scheme

## How to be a Nominated Neighbour

Arrange with a trusted neighbour or a member of your family who lives nearby to be your “Nominated Neighbour”. Ask them if they will be 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.

## Before you use your card

Discuss with your “**Nominated Neighbour**” if you wish to have people offering goods or services at your door. If you would prefer not to have such callers, ask your Nominated Neighbour to turn them away on your behalf.

## Your role as a Nominated Neighbour

You should receive a phone call from your neighbour informing you that a caller is on their way to your home address in order for you to verify the caller's details and the reason for visiting. The caller will have been shown the "**Nominated Neighbour**" card directing them to your house.

**Do not allow the caller to enter your house.** They should be able to provide photographic identification if they are from an official organisation such as a water, gas or electricity company. Check it carefully; make sure the person on your doorstep matches the details on the card.

Call the company involved to ask if they know the caller. Most identification badges carry a number you can call, but always verify it through the phone book or a directory enquiry service first. If you are happy that the caller is genuine, return with them to your neighbour's house, ensuring that you lock your own house.

- Stay with the caller while they are in your neighbour's house and make sure that doors are locked so no other person can enter undetected.
- Never leave the caller alone or allow them to move from room to room. On completion of their business, see them off the premises.
- Genuine Callers will not object to having their identity confirmed.
- If agreed with your neighbour and the person is offering goods or services say NO on your neighbour's behalf.
- If in doubt, keep them out.
- As a "Nominated Neighbour" you will help in verifying the identity of any person who calls at your neighbour's door.

Write your neighbour's details in the box below for your reference:

|         |  |
|---------|--|
| Name    |  |
| Address |  |
| Phone   |  |

If the caller returns alone and persists in attempting to gain entry, puts pressure on you to buy products or services or you feel threatened, **call the Police on 101 or in emergency dial 999.**

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## What to do when a caller is at your door

- **If you do not recognise the caller hold the notice on the following page so the caller can read it. DO NOT OPEN THE DOOR**
- **Use your door chain and spy hole or window**
- **Do not enter into conversation with the caller**
- **Phone your nominated neighbour telling them to expect a caller**
- **If your nominated neighbour is out, a genuine caller will call back another time.**

## How to use your card

- Keep your card near the front door but not on display to anyone outside your home.
- When someone calls at your home, try to look through a window to see if you recognise them or use your spy hole or door chain.  
**DO NOT OPEN THE DOOR.**
- Display your "**Nominated Neighbour**" card to them through the window, letterbox, or door if you have a door chain.
- Do not speak with the caller or enter into conversation with them.
- Give them a few moments to read the card and then close the door and retain your card.
- Telephone your "**Nominated Neighbour**" and tell them you have a caller and they will be coming to speak to them.
- Wait for the caller to return with your "**Nominated Neighbour**".
- If the caller returns alone and persists in attempting to gain entry, puts pressure on you to buy products or services or you feel threatened, **call the Police on 101 or in emergency dial 999.**

# NOMINATED NEIGHBOUR SCHEME

## I DO NOT RECOGNISE YOU.

PLEASE VISIT MY “NOMINATED NEIGHBOUR” ADDRESS IN ORDER TO BE VERIFIED AS A GENUINE CALLER.

|                |  |
|----------------|--|
| <b>Name</b>    |  |
| <b>Address</b> |  |

- You will only be granted access if accompanied by my “**Nominated Neighbour**”.
- You will need to show formal identification, which will be checked with your employer.
- I do not purchase items or services at the door.



The Nominated Neighbour Scheme supports the no cold calling zones and neighbourhood watch. The scheme is run by Police Scotland Midlothian Community Policing Team, Midlothian Trading Standards, Midlothian Council Financial Harm Group and Midlothian Community Safety Consultation Group – **MIDSAFE**.