****

**Doorstep Crime Prevention Advice**

**‘Know Your Rights…when a doorstep caller comes knocking’**

**I**f you buy goods or services for more than £35 (thirty five pounds) from a doorstep seller, in most cases you have 7 days to cancel.

For confidential and impartial advice on consumer issues call the local Citizen’s Advice Consumer service helpline on

Tel: 0208 1850 710 or Croydon Citizen’s Advice service on Tel: 01689 846890.

See the websites: [www.croydon.gov.uk/advice/tstandards/](http://www.croydon.gov.uk/advice/tstandards/) or

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Staying Put**

Croydon Council’s Staying Put services offer older, disabled and other vulnerable people help to remain living independently at home. Staying Put will help you to arrange essential building work, adaptations, house cleaning, gardening work and repairs for leaking roofs with reputable traders.

For more information contact Staying Put on

Tel: 020 8760 5505 or 020 8407 1337 or

Email hsg-stayingput@croydon.gov.uk

**Croydon Handyperson Service**

Croydon Council in association with the local branch of Age UK offers a chargeable service for minor works and odd jobs to Croydon residents who are :

* over 60 and/or disabled AND
* own their own property OR
* are a council or private rental tenant.

For more information call the Staying Put team on

Tel: 020 8760 5505

**Nominated Neighbour**

You may wish to choose a friend or close neighbour who agrees to be your ‘Nominated Neighbour’, acting as the first point of contact for unknown doorstep callers.

You direct the callers to your Nominated Neighbour by means of a special card which you show the caller through the window (card enclosed).

For more information call Trading Standards on

Tel: 020 8407 1311 or

Email trading.standards@croydon.gov.uk

**Trust Mark**

The **Government** Trust Mark scheme helps you to find local, trustworthy & reliable tradesmen, operating to Government endorsed standards.

Find more information on their website [www.trustmark.org.uk](http://www.trustmark.org.uk) or call them on their telephone helpline 01344 630 804 (charged at standard rate).

**Careline**

Croydon Careline provides a home-based safety and personal security service using a call-alarm system and telecare equipment which can help people to live independently at home. The call alarm is linked to a central monitoring centre providing a 24 hour, 365 days a year service.

For more information about Careline services and Telecare Tel. 0208 654 7166 or Email careline@croydon.gov.uk.

Visit the Croydon council website page <http://www.croydon.gov.uk/healthsocial/homecare/ccl/>.

**Home security**

For information on how to check the security of your home call the **Safe Project** on 0208 760 5505 or the **SPI Hub** **Helpline** on 0800 6129 508 to find out about locks and home safety equipment.

The Croydon Safe Project is available in some areas of the Borough and other areas are supported by Croydon Disability Forum.

**The SPI Hub in Croydon**

The Centre of Excellence for Sensory Impairment operates an Information Hub for people with sensory impairments and physical disabilities.

The SPI Hub can be accessed at Croydon Hearing Resource Centre, 50 Wandle Road, Croydon CR0 1DF.

Call in or Telephone the free SPI helpline on 0800 6129 508.

Volunteers and staff will help you to find the services you are looking for.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This brochure and the information it contains has been designed to be accessible for people with sensory impairments who may be vulnerable to doorstep selling.

Producing the information in a range of accessible formats has been funded by a Big Lottery grant, the Centre of Excellence for Sensory Impairment charity and Croydon Council.

Other available formats include:

A video with British Sign Language

Braille and Audio versions

Standard and Large Print word documents

Accessible Website page with more information

PDF

**COESI**





