



Cold Calling Companies Selling Burglar Alarms

Following calls from residents concerned about cold callers selling burglar alarms, the advice from the police is that if you are concerned about your security and considering fitting a burglar alarm, contact your local police crime reduction officer who will give you free advice.

We recommend that you get at least three quotes from accredited companies found using the web sites www.nsi.org.uk or www.ssaib.org before making your choice, or choose a Trading Standards “Buy with Confidence” accredited company. Buy with Confidence companies have been vetted by Trading Standards and have all the right accreditations; have a look at www.buywithconfidence.gov.uk or ring 0345 404 0506.

Residents throughout the county have reported receiving unsolicited telephone calls from companies who say that crime is on the increase and that they are at risk. These companies offer to install a free or a very cheap burglar alarm and claim or imply they are working with agencies such as the Home Office or the police. This is not true.

Most people who have been contacted by these companies have had the good sense not to allow them to visit their home but on the odd occasion where work has been carried out, the cost to the customer has been exorbitant. On occasions it has been stated that this is a special offer due to their age or other circumstances and the burglar alarm will be either very cheap or even free, what is not mentioned though is that there will be a yearly monitoring and maintenance fee which in some cases is very expensive.

The callers may block their own telephone number so they can't be called back. However if any interest is shown in their product the company will persistently call and badger the homeowner to agree to a visit particularly if they find out they are elderly. My advice is not to buy a burglar alarm from a cold caller over the telephone or at the door and don't agree to a visit.

If you do feel that you have been a victim of cold calling regarding home security then contact Trading Standards on 08454 040506 or trading.standards@essex.gov.uk
“As a crime prevention officer I always welcome calls from people who want advice to keep themselves and their property secure whether it is installing an appropriate burglar alarm or something as simple as having proper locks fitted to your home.”

Crime prevention officers listed below for your area will be happy to help with any queries about home security and they can all be contacted using the national police non emergency telephone number of 101.

Stephen Armson-Smith

Angie Pearson – Tendring and Colchester
Stephen Armson-Smith – Braintree and Uttlesford
David Gillies -Chelmsford and Maldon