

Hampshire Trading Standards Alert: Cold Callers

Hampshire Trading Standards would like to warn residents about cold callers at the door offering to clean driveways. Reports have been received from the Chandler's Ford / Eastleigh area, but the alert is Countywide.



The cold callers are offering to clean driveways and will try to do a demonstration. They are very persistent, and will try to persuade the resident to have the work done, sometimes starting without permission. No paperwork is given before the work starts, and any flyers may contain false information and contact details. Payment in cash is requested.

Advice from Trading Standards (TS):

- TS strongly advise residents not to agree to work that is instigated as a result of a cold call.
- Residents should obtain at least 3 written quotes from reputable businesses or traders who are either members of the [Buy With Confidence scheme](#) or a recognised trade association.
- To inform Trading Standards about cold calling, please report the matter to the Citizens Advice Consumer Helpline on 0808 223 1133. Please also try to obtain a name and address for the company.

Relay (Keyless) Car Theft

Did you know?

- Any car that uses keyless entry is at risk of Relay Theft
- It can take less than two minutes for thieves to gain full access to your car



Top 5 Prevention Tips:

1. Keep keys in a signal blocking pouch (aka a Faraday Bag) out of sight and away from doors and windows. Don't forget to do the same with any spare sets.
2. Use a [Sold Secure](#) tested and approved Steering Wheel/Pedal/Gear Lock as a deterrent.
3. Tracking devices can help track down your vehicle and the perpetrator should it be taken.
4. Use your garage if you have one. Contact an [MLA approved company](#) for advice on garage locks.
5. If you park on your driveway consider fitting outdoor motion detector lighting and CCTV.

For further information regarding Relay Theft please visit www.locksmiths.co.uk/faq/keyless-car-theft/

SNAP Scheme launched by Hampshire Constabulary

The [Hants SNAP scheme](#) has launched and aims to use submitted footage of dangerous incidents to protect road users across the region. Under the scheme, footage of dangerous incidents can be submitted via an online portal. This can be from a dash cam, head cam or other recording device that is being legally used.

The footage must meet the below criteria:

- It must be reported within seven days and should not be edited
- Should not have been deleted from your device
- Should not be shared on social media
- Needs to show between one to two minutes either side of the incident
- If it is from a collision, or an offence not listed in the criteria set out on the submission portal, then it will need to be reported by calling 101, or online via our force website.

Along with the footage, people will submit a witness statement and will be required to answer some basic questions to support their statement. For further information please [click here](#).

Suspicious Email Reporting Service (SERS)



In April 2020 the National Cyber Security Centre (NCSC) and the City of London Police launched SERS, which allows the public to report suspicious emails (via report@phishing.gov.uk) to an automated system that scans emails malicious links. The most common fake emails have been from TV Licencing, HMRC and GOV.UK.

Since its launch the pioneering tool has received more than 1.7 million reports of phishing, identified 6,501 scams, and removed 15,805 malicious websites.

Officers from the national Cyber Protect Network will be taking part in a live twitter chat at 9.30am on Friday 4 September and hosting a webinar for the public at 10.30am, covering topics such as how to protect yourself online and how to spot to a scam email. [Click here](#) for more information.

Action Fraud Alert: Paypal Scam using Facebook Messenger

Action Fraud have received a surge of reports where victims have received messages through Facebook Messenger from friends and family requesting to use their Pay Pal account to receive funds from the sale of items on EBay.

Messages are sent by fraudsters purporting to be friends and family stating that they have sold a camera on eBay but that they are unable to process the payment as they either do not have a Pay Pal account or because their Pay Pal account is not working. [Click here](#) for more information.

For further Crime Prevention advice please visit www.hampshire.police.uk/cp/crime-prevention/