

## Napton on the Hill :: Neighbourhood Watch Newsletter - Summer 2016

Welcome to our Summer Newsletter. You'll find some useful information about protecting yourself from the dubious rogues who try to con us out of our hard earned savings, and how to register to receive information about scams and crimes.



**How to recognise phone call scams** - half of those targeted by scammers are over 55. The anonymity offered by the phone system and the low cost of calls makes the telephone the preferred medium for scammers. A third of scam victims fall for a second scam within 12 months. Amounts lost to a scam range from a few hundred to thousands of pounds. Trading Standards offer a service called True Call - stop nuisance calls. They will work with individuals and local authorities around the country to protect older and vulnerable people from nuisance and scam phone calls. Never give your bank pin number or password over the telephone. Banks will never ask for these details over the phone.

It's usually a scam when:-

- Someone offers you something that seems too good to be true
- You are pressurised into agreeing something very quickly
- You are asked to make a payment using UKCASH or pay safe
- You are asked to hand over your credit card details on a cold call

**How to choose a safe password** - the Business Crime Advisor at Warwickshire County Council has provided some very sound advice about choosing safe and secure passwords. They are the most common way to access your information by proving your identity; and are used to access a variety of information with varying degrees of confidentiality. If it needs a password, it must be worth protecting. Here are some good tips to follow:-

- The more random the password the better it is.
- Always use a combination of upper and lower case letters, numbers and keyboard symbols where possible

Don't:

- Use personal references (e.g. family names, dates of birth, etc.)
- Use a single dictionary word
- Use the same password for all accounts!

(Another tip is to use the first letter of each word of a memorable sentence, or first letters of each line of a verse or rhyme. It should always have an uppercase, lowercase, number and special symbol)

**Microsoft Phone Scams** - have you received a call from someone saying they were from Microsoft, and that your computer had a problem? It's a very high chance that this was a scam, and that criminals were trying to hack into your

computer. Microsoft rarely makes contact with you over the phone - so if you do get this call – HANG UP straight away.

**Beware of rogue roof traders** - you can identify dodgy dealers because they -

- Offer to replace loose roof tiles, or pressure wash or 'treat' a roof with special 'heat insulating paint'
- Falsely claim that an owner's property has loose roof tiles - as it is often difficult for a householder to verify if this is true or not. Once on the roof, rogue traders then 'find' other jobs to do and may even damage roofs on purpose
- Offer to jet spray a roof to clean it and remove moss. However, roofing experts warn that roof tiles should not be subject to high-pressure washing - to do so can potentially damage or break the tiles and remove any aesthetic granular tile finish
- Offer to paint your roof with 'special insulating paint'. There is no evidence that the products they use would have any insulating qualities. To allow them to carry out this 'work' may damage your roof.

**Communication from Trading Standards and the Police** - both Warwickshire Trading Standards and Warwickshire Police are changing their communication processes. It will now be possible for residents to register with each of these organisations so as to receive regular and instant e-mail advice of scams and crimes occurring in our area. Here are brief introductions to these new communication processes: -

**Scam reports from Warwickshire Trading Standards** - regular reports of scams are now being made available to all residents by simply registering your e-mail address on this web page: - <http://www.warwickshire.gov.uk/> . On the first page, Click on Scams and then when requested, insert your e-mail address. You will also have the opportunity to register for other useful information, including - Library News; Waste and recycling; Buses; and Fire and Rescue incidents.

**Incident reports from Warwickshire Police** - the new **Community Messaging Service (CMS)** is now 'live' and any resident can register to receive messages, tailored to their own choice. You can opt to receive - local area SNT crime messages; HorseWatch; Business Messages; Waterway Messages; Rural (Farm) Watch; and others. It is also possible to request how often you want the messages (immediate, daily, weekly or monthly roundup). For Community Messages you can go down to local SNT level, e.g. Southam for Napton, but for instance, HorseWatch is county wide and some others are police area wide e.g. North or South Warwickshire. You can pick and mix, the choice is yours. Please log on to <https://www.warwickshire.police.uk/register> and then follow the instructions which require your e-mail address and a password.

Napton NHW wishes to encourage everyone to register for these new communication processes being launched by Trading Standards and the Police. All relevant scams and crime messages will be made available on the Napton NHW page of the Napton Parish Council website. It is anticipated that Southam Police SNT will continue to issue their monthly newsletter, which includes more topical information. These newsletters are also posted on the NHW web page at <http://www.naptonparishcouncil.org.uk/> Please check in frequently.

**Wishing all parishioners an enjoyable summer and autumn**  
**Don't forget to call the Police on 101 if you witness any suspicious activity**  
*Compiled, produced and published by Napton Neighbourhood Watch*