

**Responsible Authorities**

Tunbridge Wells Borough Council

Kent Fire & Rescue Service

Kent Police Authority

Kent County Council

West Kent Police

Kent Probation

NHS West Kent

**Keeping the borough safe**

**Tunbridge Wells Borough Council**

Cleaner Borough Hotline  
**01892 548154**

Environmental Protection Team  
**01892 554235**

Graffiti Hotline  
**01892 554159**

The Tunbridge Wells  
District Neighbourhood  
Policing Team  
**01892 502104**

KCC Community  
Warden Supervisor  
**01580 715457**

To report a crime that is not  
in progress or for any other  
non-urgent police matters

**01732 771055**

For Emergency  
Police Response

**999 or 112**



If you require this  
information in large print  
or any other format,  
please contact us on  
**01892 526121**



**Your home is your refuge** and as such the importance of protecting your home against unwanted visitors cannot be overstated. Read through the advice we give here to see if you can improve your safety at home:

- **Check** that all **doors and windows** are locked before leaving your home.
- Have **deadlocks** fitted to all your outside doors.
- Remember, if you have a **UPVC door**, lift the handle to engage the locking points and then lock it securely with the key.
- Make sure the windows have **key locks** fitted – and don't leave the key in the lock.
- Don't keep your house keys, car keys or spare keys in an obvious place, and **never leave keys near the front door**.
- Fit an alarm and switch it on.
- Look like you're in when you're out – set **timer switches** to turn lights and radios on and off.
- Make sure your valuables can't be seen through the windows.
- **Cut back** overgrown **hedges** which a burglar could hide behind if they wanted to break in.
- Cut off any strong **tree branches** which someone could climb up on to reach upstairs windows.
- Make sure all **garden tools** are locked away – burglars could use your own garden equipment to force a door or window.
- Lock **gates**, fit high **fences** and grow **prickly plants**.

- Consider installing **sensor lights**.
- If you're **going on holiday** cancel milk and papers and ask someone you trust to pick up post and keep an eye on your home.
- Mark all your valuables so that if your home is burgled you stand a better chance of getting them back.
- If windows and doors are at street level, don't leave them open while you're upstairs or in the garden.

### **Distraction Burglary**

Most people that call at your door will have a genuine reason to do so. However, it is important to be aware of *bogus callers*.

Their aim is to get inside your home to steal from you or, in the case of rogue traders, overcharge you for work that they insist is necessary.

### **Do utility companies have right of entry?**

**No** utility company or council employee has right of entry to your home without a warrant from a court. If there is a genuine emergency involving water, electricity or gas they will not knock on your door unless accompanied by a police officer.

### **What if a caller states it's an emergency?**

Whether it's a person in a suit, in overalls or with a pregnant woman who was just passing and 'desperately needs some water', **DO NOT LET THEM IN**. If a caller claims they are from the 'Water Board', 'Gas Board' or 'Electricity Board' **DO NOT LET THEM IN**. These 'boards' no longer exist.

**A doorstep protocol you may find helpful**  
**Lock** – Is your back door locked? Always check it is as soon as someone knocks at your door or rings your bell. A bogus caller may have an accomplice who may try to enter your home by the back door whilst you are distracted.

**Stop** – Do not open the door until you first look through a window or use a door viewer to see who is on your doorstep. **Remember, you do not have to open your door to anyone**, especially someone you are not expecting or do not know. If the caller looks in any way suspicious or if you are frightened do not open the door and dial 999.

**Chain** – If you feel that you need to speak to the caller, use a door-chain. Do not open the door unless you put the chain on first so that you can see the person on your doorstep. Find out who they are and what they want. Close the door again while you do the following:

**Check** their identity. If they say they are from a Water, Gas or Electricity company they will have photo ID. **If they cannot produce a bone de ID card, send them away and close the door.**

You can check the authenticity of our big four utility companies using the numbers below:

Southern Water **0845 272 0845**  
South East Water **0845 301 0845**  
EDF Energy **0800 096 9696**  
E.ON UK **0800 328 1733**

**For more information, advice and links to useful resources visit our website.**

**[www.twellscommunitysafety.org.uk](http://www.twellscommunitysafety.org.uk)**