



Hillingdon Neighbourhood Watch

www.hillingdonnhw.co.uk
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Tel: 020 8246 1869



Ruislip Police Station: 020 82461825

Police Non Emergency: 101
Crimestoppers: 0800 555 111
ActionFraud: 0300 123 2040

NOVEMBER 2018

Winners of Hillingdon's *Volunteer Team of the Year Award 2017*

Hillingdon

Neighbourhood

Watch is supported by Hillingdon Community Trust and the London Borough of Hillingdon

Keep in Touch

Co-ordinators and neighbours, please keep in contact on the HNW telephone number above, via email or write to us at Ruislip Police Station, 5 The Oaks, Ruislip HA4 7LE. Our website also contains further information on topics in this newsletter www.hillingdonnhw.co.uk

To contact your ward Local Neighbourhood Police Team, phone:

Barnhill	020 8721 2554
Botwell	020 8721 2757
Brunel	020 8721 2551
Cavendish	020 8721 2550
Charville	020 8721 2552
E'cote & ERuis	020 8721 2548
Harefield	020 8721 2544
Heathrow Villages	020 8721 2557
Hillingdon E	020 7161 8171
Ickenham	020 8721 2543
Manor	020 8721 2549
Northwood	020 8721 2545
Northwood Hills	020 8721 2546
Pinkwell	020 8721 2556
South Ruislip	020 8721 2011
Townfield	07843 291091
Uxbridge North	020 7161 8170
Uxbridge South	07717 733782
West Drayton	020 8721 2018
West Ruislip	020 8721 2547
Yeading	07766 991019
Viewsley	020 8721 2713



Beware rogue traders – reports have been received of roofers and other traders who have charged elderly/vulnerable residents extortionate amounts of money for unnecessary work to their properties. Here are some useful hints to avoid being ripped off:

- Think twice before buying any goods or services from doorstep sellers.
- Have the confidence to say that you do not buy at the door – HNW's blue/white sticker, issued to all watch members, can help with this.
- Double check the facts – do you fully understand the total cost of the transaction, including estimates, delivery and installation?
- Do you understand your rights if you sign a contract?
- If you spend more than £35.00 with a trader in your home or on the doorstep you have **seven days** to change your mind and retrieve the money you have paid. Be wary of traders who try to begin work before the end of this cooling-off period.
- Your right to cancel should also be given to you **in writing** – the absence of this means that the trader cannot hold you to anything in the contract and you do not have to pay. Always keep a copy of your letter or 'e-mail as proof of cancellation.
- When choosing a trader always shop around for the best price and be wary of special offers or warnings about the condition of your home.
- Remember, if it sounds too good to be true then it probably is!

Distraction burglary is also an offence to be aware of, again targeted at the elderly and vulnerable. Usually, the perpetrators claim to be from the utility companies to investigate water/gas leaks. There are often two "officials" – one may keep you talking whilst the other looks for the leak upstairs where valuables may be kept. You need to be aware that the genuine organisations will never approach you in this way. It is a very good idea to keep the telephone numbers of utilities companies close to hand should you need to report any problems with your supply, or to check up should someone appear on your doorstep. Before answering the door to unexpected callers:

- **LOCK** - Make sure all your doors are locked. Some bogus callers may distract you at the front door whilst an accomplice is at the rear of your property.
- **STOP** - Are you expecting someone? If not, look through the peephole or window to see who is there.
- **CHAIN** - Put the chain on before opening the door. If you don't have one, it is a good idea to make a purchase.
- **CHECK** - with the door chain on, ask for ID. Take the card, close the door and check that the 'phone number is correct by comparing it against the numbers you have to hand. Obviously, if the numbers do not correspond, do not let the caller into your home until you have checked by ringing the genuine number.

OWL, used by the Police and NHW to send out crime alerts and crime prevention advice directly to residents, now has over 9,000 members! It is the only secure communications system in the UK that is Police approved under the "Secured by Design" scheme. We invite **YOU** to sign up to OWL **today** at...





*Residential
burglary figures
for Month Ending
as shown – figures
supplied by MPS
Hillingdon*

	July	August	September
Barnhill	9	2	5
Botwell	9	18	9
Brunel	5	6	4
Cavendish	2	3	7
Charville	5	5	3
E'cote & ERuis	6	3	3
Harefield	2	6	3
Heathrow	5	7	6
Hillingdon East	2	4	3
Ickenham	1	2	1
Manor	2	6	2
Northwood	1	2	3
Northwood Hills	5	3	2
Pinkwell	10	3	6
South Ruislip	4	4	7
Townfield	11	4	5
Uxbridge North	0	1	2
Uxbridge South	12	7	5
West Drayton	10	7	15
West Ruislip	1	1	2
Yeading	6	5	6
Yiewsley	7	10	4
TOTALS	115	109	103

On-line scams, etc. are on the increase. Here are the latest reported to HNHW:

Fake TV Licensing e-mails: There has been a sharp increase in reports about fake TV Licensing messages claiming to offer refunds. The e-mails state that the refund cannot be processed due to "invalid account details". The links provided in the e-mails lead to phishing websites designed to steal personal and financial details.

Fake Netflix e-mails: Fake e-mails are being received which claim that there is an issue with the recipient's account, or that the account has been suspended. The e-mail states that the account needs to be "updated" in order to resolve the problem. The link in the e-mail leads to genuine-looking Netflix phishing websites designed to steal usernames and passwords, as well as payment details.

The advice from Action Fraud is to **always question unsolicited requests for your personal or financial information in case it is a scam. Never automatically click on a link in an unexpected e-mail or text.**

Measures to take care of your identity and privacy on-line include:

- Avoiding identity theft by using an up-to-date web browser and blocking bogus e-mails with spam filter.
- Always use strong passwords- use characters, numbers, symbols, capitals and lower case.
- Don't put personal information such as mother's maiden name, date of birth or pet's name on social networking sites as this information can be used by thieves to identify your security passwords, etc.

Welcome to new watches in: Sunningdale Ave, Windermere Ave, Woodlands Ave 4 (Cavendish), Zealand Ave (Heathrow), Copse Close, Vantage Mews (Northwood), Partridge Road, Weald Road (Uxbridge N) and Money Lane (West Drayton)

As the **Christmas Shopping** period is about to get underway – here are some words of safety advice:

- Ensure that your home is securely locked and looks occupied before departing for the shops – it gets dark early at this time of year.
- Do not leave bags unattended when looking for further purchases or stopping for tea/coffee.
- Make sure mobiles and purses/wallets are not left on tables or hanging out of pockets/bags.
- Be vigilant at cashpoints and put your money away before leaving the cashpoint area. Be aware of people standing in the queue behind you.
- When leaving the car unattended and full of shopping, do ensure that these purchases are locked in the boot. Always check that windows and doors are locked and satnavs (and their suction marks) are removed.

HNHW thanks all Co-ordinators, Deputies and Readers for their support over the year and wishes them all a very **Happy and Crime-free Christmas and New Year**. On a more mundane note, please observe the **revised refuse collection schedules** so that our streets stay as tidy as possible over the festive season. Please also keep an eye on your elderly/vulnerable neighbours - they will appreciate it as for some of them this can be a sad and lonely time.

Christmas/New Year opening hours - HNHW Office at Ruislip Police Station:

FRIDAY, 21 DECEMBER - open as usual 1000-1300

FRIDAY, 28 DECEMBER - closed

FRIDAY, 4 JANUARY – open as usual

**BE AN ACTIVE GOOD NEIGHBOUR,
BE ON WATCH AND
BE ON A WATCH!**