

Chairman's Message

Hi everyone,

Reorganisation of the Wimborne Home Watch areas

We have decided to split Wimborne into smaller areas, so that there will be more Coordinators, each covering a smaller area. I have had 1 volunteer so far for the West side of town, we need 3 more to cover:

- a) Allenvue Road: Lacy & Poets area (11 groups)
- b) Culverhayes to top of E./W. Borough (4 groups)
- c) Leigh Road: Lewens La to Brookside Manor (4 groups)

The main duties of a Coordinator are to hand out batches of 'Update' to the Contacts and collect subs from them.

So please come forward to be a Coordinator! Please contact me for more details.

Dorset Alert – registration

I have had some feedback to say that members already registered but not linked to WCHW have had problems linking to our scheme. If you still have any problem doing this please contact me - Dorset Alert's support staff need more information about this issue.

Another reminder for all Contacts to register on Dorset Alert and set their membership level to 'Scheme Coordinator' please (the terminology on Dorset Alert is different from ours - a 'scheme' is a Contact's group).

'Deputy Contacts'

There was little response to the request in the last issue for each Group to have a nominated 'Deputy Contact' who could stand-in for holiday absences, retirements etc.

Contacts - please give this some thought now! Who in your group could stand in for you?

Colehill Surgery Meetings - first Wednesdays

Please note the change of time & location - see page 4.

SUBS next time!

Subs will be due for renewal in **March 2016**, when you receive the next 'Update'. Your committee have decided on a 'BOGOF' offer so you will only pay £2 for FOUR years!

The nominal sub remains at £1/year so new joiners will also pay £2 when they join in the next 3 years.

Contacts - please read the subs section on the back page.

CCTV

If you set up CCTV on your property, it must be accompanied with a notice to warn that **'CCTV is in operation'**. You

should also ensure that it does not monitor adjoining private property.

Stay Safe booklet

Copies were given to members with the Spring issue of 'Update', but we have plenty in stock if anyone requires further copies.

And finally... thank you to Henry Bartlett, who is retiring as W1 Coordinator after more than 7 years. I'm sure we can find you a little job to keep you busy...

Best wishes,

Graham Mallett, Chairman (Contact details on page 2)

Have you secured your French doors?

Patlock is the home security product and visual deterrent for French and Conservatory (double) doors.

The Patlock is easy to fit and works by holding the door handles in place. This ensures that the door mechanism cannot be opened, even if the locks are snapped or removed.



In addition, each Patlock comes with a pair of tamper resist spindles to enhance the security that Patlock provides.

Go to www.patlock.co.uk/neighbourhood-watch to buy the Neighbourhood Watch Patlock at the exclusive discounted rate of £42.50.

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Have you linked ('mapped') your registration on Dorset Alert to W&CHW yet? See page 3.

Your Wimborne & Colehill

Home Watch Officers:

Graham Mallett (Chair)

01202 884642 (GPM Computers)

homewatchwandc@gmail.com

Keith Baker (Treasurer & V.Chair)

keith.furzehill@gmail.com

Joy Ashmore (Secretary)

joykathleen1@gmail.com

For details of how to join W&CHW see page 8

Update is a quarterly newsletter published by the W&CHW. The Editor welcomes contributions and letters from Watch members but reserves the right to edit as necessary or decline to publish.

Next copy deadline: 25th February

Graham Mallett

(Editor / Advertising):

tel 01202 884642 (GPM Computers)

email: g@gpmcs.co.uk

Contact us:

Email g@gpmcs.co.uk or ring 101 and leave a message for our SNT.

**www.colehill.gov.uk/
homewatch**

Police messages are now
on **www.dorsetalert.co.uk**

East Dorset Police Report

Dave Kewley, Deputy Neighbourhood Inspector, Ferndown & E.Dorset

Hello,

It's that time of year again where as a section there is always the potential to see a slight increase in offences of acquisitive crime in the lead up to Christmas and shortly afterwards.

We are yet to see such an increase but I would like to take this opportunity to remind everyone of a few key things they can do to prevent themselves or those around them being a victim this year.

As usual, keep your belongings secure! Lock your sheds, your cars and your house. Most crime in domestic homes is opportunistic – don't give them an excuse to come to your door and don't give them an easy way in!

Don't leave any valuables on display and that includes clues to what you have just received this Christmas. Dispose of any empty boxes for your new TV or your new Playstation at the council depot rather than leaving them for would be thieves to see.

If you are going away, ask your neighbour to check on your house while you are gone.

As always I would like to take this opportunity to reinforce my previous messages that as a section we rely on our community to sometimes be our eyes and ears and I urge you all to report any suspicious behaviour, especially in relation to rogue traders offering roofing, gardening and driveway work, often cold calling on the elderly.

Please continue to look out for your neighbours, especially those more vulnerable and isolated, take the opportunity to pop in on them, check they are ok and give them a mince pie!!

If you see anything suspicious, report it on 101 or via Crimestoppers.

I hope that everyone stays safe and is able to enjoy the festive period – Happy Christmas!!

Thank you for your continued support.

Kind regards, Inspector Dave Kewley.

'Report My Loss' Service

Dorset Police have reviewed the way in which lost property is reported. A new service makes reporting lost property quicker and more efficient.

Report My Loss - www.reportmyloss.com is a website which allows the public to report lost property quickly and easily without the need to telephone or visit a local police station.

The information provided in any loss report is viewable by police forces nationally.

Messages for Home Watch

(voicemail number 94167 has closed)

**Please ring 101 and leave a message
with our SNT, or ask a friend to email us!**

Crimestoppers

You can call 'Crimestoppers'
anonymously with information about
offenders who have committed crimes
on Freephone 0800 555111 or online at
www.crimestoppers-uk.org



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Members of the public reporting lost property will be asked to complete an online form. A lost property reference number will then be issued for use when making an insurance claim.

The Report My Loss system was originally developed in 2008. Avon and Somerset were the first force to adopt it and have since improved their service to the public while improving the repatriation of lost property.

Head of Contact Management, Superintendent Caroline Naughton said: "Currently Dorset Police receive around 43 calls per day in relation to lost property, which takes up valuable time that Force Command Centre staff could be using to respond to other 101 and 999 calls. The implementation of Report My Loss will reduce the number of lost property calls into the Force Command Centre and improve call waiting times for the 101 service. The cost to report lost property to Report My Loss is £3.95. In Dorset the use of this service is subsidised by the Force making any reports of property lost in Dorset free."

The benefits of using the Report My Loss system are:

- More efficient reporting
- Improved accuracy
- Reports are searchable nationwide rather than being isolated to station or force-specific systems
- Call operators are able to answer more 101 calls
- Recovered property is more easily identifiable and returned to people.
- Loss report numbers are independently verifiable by insurers enabling more efficient claims processes
- Serial-numbered items reported lost are prevented from sale at responsible traders nationwide

Chief Operating Officer of Recipero Ltd Les Gray, who operates the Report My Loss site, said: "The process consistently delivers measurable savings, while improving services and recovery rates for members of the public that have lost items of property."

You can log in at any time to Report My Loss to record or update lost property reports. If the item is recovered, the appropriate authorities will contact you.

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Message from John Shave, ADW Chairman

Having learned that Police forces have been told to plan for further significant cuts to their funding over the next 4 years, ADW was concerned about the possible impact on neighbourhood policing i.e. on our Safer Neighbourhood Teams. With this in mind, I wrote to the 8 Dorset MPs seeking their commitment to attempt to limit the cuts due to be announced in the Chancellor's Autumn Statement. By the time you read this, the level of cuts should be known but their impact on Dorset may still be work-in-progress. Whatever the outcome, the dependence on Watch groups for local crime prevention activities and provision of intelligence to the Police can only grow.

The ADW Executive is currently considering the impact of the National Neighbourhood and Home Watch Network's new Strategy implementation. The outcome and action plans will be communicated to all members via our website www.nhwdorset.org.uk. Highlights will be put out on Dorset Alert – if you have not already signed up, I urge you to do so as soon as possible.

Best wishes for a happy Christmas and a safe and enjoyable New Year.

John Shave, Chairman, Association of Dorset Watches.

Traders List amendment

Please note new number for Tubbs Electrical - 01202 602315

www.dorsetalert.co.uk

Dorset Alert is a community messaging system operated by Dorset Police, which allows us to exchange information with you by email or phone at no cost to you. The system is designed to allow people who register, to choose the type of information they would like to receive concerning crime and crime prevention.

**Sign up online, for email or phone messages -
this free service is available to everyone,
not just members!**

*** Please make sure you 'MAP' yourself to our Home Watch scheme. Details of how to do this can be found in 'Latest Messages' on our website or on the ADW website www.nhwdorset.org.uk ***

Keyholder Scheme

You can now register for free, online at www.dorset.police.uk/default.aspx?page=1343 (or search 'keyholder' at www.dorset.police.uk) or ring 01202 226731 - but please look at the website first to ensure you have the correct information ready.

It is worth registering, whether you have an alarm or not, so that emergency services know who to contact in the event of a problem.



www.dorset.police.uk

SURGERY MEETINGS

An opportunity to
speak to your PCSO,
and also a Home Watch
representative:

First Tuesday
of the month
10.30-11.15

**Methodist Church,
King Street**

Monthly on a Monday
(*check the centre's
noticeboard for dates*)

10.30-11.15

**Community Centre,
Leigh Park**

First Wednesday
of the month

NOW 11.45-12.30

**at Centre Rendezvous,
St Michael's Church
Centre, Colehill**

YOUR SAFER NEIGHBOURHOOD TEAM

Wimborne & Colehill Safer Neighbourhood Team

Christmas is upon us and so traditionally is a slight increase in shoplifting and theft. Although there hasn't been a significant increase in shed and dwelling burglaries, now is a good time to think about the security of your home and outbuildings. All doors

and windows must be locked when you leave the house. Good lighting around your property and sheds gives good deterrence and keeping hedges and shrubs low between you and your neighbours or the road allows your property to be seen. House alarms are one of the most effective ways to both deter and prevent a break to a building. There are some good options for alarms, and plenty of other products and crime prevention advice available at the Ferndown Community Office in the Barrington Centre, Ferndown (01202 876219, www.ferndowncommunityoffice.org).

Recently in Wimborne and Corfe Mullen there have been several reports and calls of doorstep traders knocking on doors unsolicited and offering to do work e.g. roofing work or garden work. Occasionally substandard work has been completed, or no work at all, and victims have been charged large amounts. Remember, if you are not expecting any callers or are satisfied no work is needed we recommend you politely say NO at the door and do not ask for quotes or further details. There is a trusted list of traders available from the Home Watch (see website), or ask neighbours or friends for people they have used in the past.

The issue of scam callers (people who phone you claiming to be from banks, the police, Microsoft, BT etc.) has decreased quite a lot in the past year. Dorset Police launched its 'Hang up on fraudsters' campaign last year to encourage just that – hang up on anyone who asks for your bank details. Wait 5 minutes, dial 1471 to retrieve the number and call 101 to report it. NEVER give your PIN number or bank details out and don't send cash or bank cards anywhere via courier or taxi.

The team is changing **Colehill surgeries** from outside the Cooperative shop on Smugglers Lane, to the St Michael's Church Centre. This will be from 11:45 – 12:30 on the first Wednesday of the month. Come in and speak with us and we will have various crime prevention leaflets with us.

For those who may not be aware you can contact the police on the non-emergency number which is 101. This can be used if you would like to speak to one of your local



PC
Ian Curtis



PCSO
Jess Ousey



PCSO
Huw Evans



PCSO
Roz Fricker

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Community Office – Products

Products available do change - please check
before visiting - the latest list is on :

www.ferndowncommunityoffice.org

The Ferndown Police Community Office
The Barrington Centre, Pennys Walk, Ferndown

Open every day (except Sunday)
from 10.00 until 12.00

Telephone 01202 876219

Email: ferndowncommunityoffice@btconnect.com

YOUR SAFER NEIGHBOURHOOD TEAM

officers, and can be used to request a crime survey of your house where we can give some advice on your property. 999 is still the emergency number – where a crime is occurring, or if someone is at risk of harm.

Finally, from the team at Wimborne Police Station, have a happy and safe Christmas.

Regards,

PC Ian Curtis, PCSO Jess Ousey, PCSO Huw Evans, PCSO Roz Fricker.

Online shopping for Christmas?

Follow these tips from www.getsafeonline.org!

- Ensure you have effective and updated antivirus/antispyware software and firewall.
- Don't pay for goods when using an unsecured wi-fi connection.
- Don't reply to unsolicited emails from companies you don't recognise.
- Remember that paying by credit card offers greater protection than with other methods in terms of fraud, guarantees and non-delivery.
- Some websites will redirect you to a third-party payment service (such as WorldPay). Ensure that these sites are secure before you make your payment.
- Double check all details of your purchase before confirming payment.
- Keep receipts.
- Check credit card and bank statements carefully after shopping to ensure that the correct amount has been debited, and also that no fraud has taken place as a result of the transaction.

Before entering payment card details on a website, here are 3 ways to check that the link is secure:

- There should be a padlock symbol in the browser window frame, which appears when you attempt to log in or register. Be sure that the padlock is not on the page itself - this will probably indicate a fraudulent site.
- The web address should begin with 'https://'. The 's' stands for 'secure'.
- If using the latest version of your browser, the address bar or the name of the site owner will turn green.

If you think you've been a victim of fraud, report it to Action Fraud, the UK's national fraud reporting centre, by calling 0300 123 20 40 or by visiting www.actionfraud.police.uk.

If you need to contact your SNT officers please use email or call Wimborne Police Station via 101.

* Wimborne Police Station *

The police station at Hanham Road, Wimborne, BH21 1AS is closed to the public. To contact your local Police ring 101 or use the yellow phone by the front door.

(counter provision at Ferndown HQ has closed).

Wimborne & Colehill SNT

PC Ian Curtis

PCSO Jess Ousey

PCSO Huw Evans

PCSO Roz Fricker

[sntwimborne&colehill@
dorset.pnn.police.uk](mailto:sntwimborne&colehill@dorset.pnn.police.uk)

Facebook:

Wimborne Police Station Safer Neighbourhood Teams

EDDC www.dorsetforyou.com

Community Safety Team:

01202 795000 or [publichealth@
christchurchandeastdorset.gov.uk](mailto:publichealth@christchurchandeastdorset.gov.uk)

PACT Panels

'Partners and Communities Together'

Wimborne PACT

(Home Watch rep: John Shave)

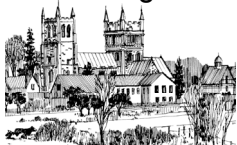
Colehill & Stour PACT

(Home Watch rep: Graham Mallett)

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Trading Standards News

Know your new consumer rights!

The run up to Christmas is a busy time for shopping, but did you know that from 1 October 2015, consumers' rights were changed under the new Consumer Rights Act 2015?

So, how have your rights been affected? Well, as before, anything you buy must be:

- of satisfactory quality
- fit for its intended purpose
- as described



Perhaps the biggest change is that your right to ask for a refund if the goods are faulty is now limited initially to the first 30 days after you bought them. So make sure any presents you buy are examined within 30 days if you can.

Once 30 days has passed you are entitled in the first instance to ask for the goods to be repaired or replaced. This must be done at no cost to you, within a reasonable time and without causing you significant inconvenience. After just 1 attempt at repair or replacement, if the goods are still not satisfactory, then you are entitled to a refund. You do not have to give the trader more than 1 opportunity to repair or replace (although you can if you want to).

If repair or replacement is not available, or is unsuccessful, then you can choose whether to keep the goods or return them. If you keep the goods, you can claim a reduction in price. If you return them you are normally entitled to a full refund, although it may be reduced to take account of any use you've had if it's more than 6 months since you bought it.

For the first time, consumers' rights relating to 'digital content' are also set out. This will include for example, computer programs, smartphone apps, e-books, CDs, DVDs, etc. It will also include digital content included with goods such as cars or washing machines, as well as that provided by direct download or streaming via the internet to your own equipment.

For digital content your rights are roughly the same as for ordinary goods, except that you do not get the initial 30 days to reject faulty digital content alone, and get a refund, unless the digital content is supplied as an inherent part of physical goods, such as computer systems, smartphones and washing machines.

For pre-shopping advice, advice about a consumer problem, or to report something to trading standards call the Citizens Advice consumer helpline on 03454 04 05 06 or visit citizensadvice.org.uk/consumer

Car boot counterfeits trader prosecuted

A trader has been prosecuted for selling counterfeit goods at a car boot sale.

Dorset County Council's Trading Standards Officers seized 215 items from the trader at the sale held at Farmer Palmer's Farm Park, near Wareham.

Keith Eaton (aged 49), of Bournemouth pleaded guilty to six offences under the Trade Marks Act 1994 of being in possession of counterfeit goods in the course of a business.

He was fined £250 and ordered to pay costs of £808 with a

victim surcharge of £28. A forfeiture order was made for the disposal of the counterfeit goods seized.

The court heard that he was found by Trading Standards Officers with a stall at the car boot sale, where he had 71 pairs of counterfeit sunglasses bearing trademarks such as Gucci, Dior and Ray-Ban, 143 t-shirts bearing nine different trademarks including Armani, Hollister and Superdry and a Moncler track suit.

Mr Eaton told the court that he did not realise that the goods were counterfeit and he had bought the goods from another trader who he could not identify.

Cllr Colin Jamieson, the council's Cabinet member for economy and growth, said:

"The sale of counterfeit goods at any of Dorset's markets or car boot sales unfairly competes with legitimate market traders and local businesses. Cheap copies also damage the reputation of genuine branded goods. Counterfeit goods will be seized by Trading Standards Officers and formal enforcement action considered, especially where there are significant quantities involved."

Anyone who suspects they may have bought counterfeit goods or wishes to report the sale of counterfeit goods should contact the Citizens Advice Consumer Service on 03454 04 05 06. This is the first point of contact for any consumer complaints requiring investigation by Trading Standards Officers.

Phone scam warning

Dorset County Council's Trading Standards Service is warning Dorset residents about a spate of phone calls from men with foreign accents claiming to be from the council and wanting to talk about a recent accident.

Martin Thursby, the council's Principal Trading Standards Officer, said: "This is a scam. The council will never cold call people to discuss these sorts of issues. Our advice is never to deal with cold callers who contact you by phone or call at your door. If you want to buy goods or services you should shop around, ask friends or relatives who they can recommend or get a trader from our Buy with Confidence scheme."

Dorset residents who wish to make a complaint to Trading Standards, or report anything suspicious should contact the Citizens Advice Consumer Helpline on 03454 040506.

Illegal Money Lending Team

A Loan Shark is someone who lends money without the correct permissions. These permissions are granted by the Financial Conduct Authority. Loan Sharks rarely, if ever, give any paperwork and if payments are missed they often use intimidation and violence to get money from their 'clients'. The Illegal Money Lending Team is here to help. If you have any information, however small, on loan shark activities we can help.

- Have you been offered a cash loan?
- Have you been threatened when you couldn't pay?
- Has your bank card been taken from you as a security?
- Does what you owe keep growing even though you are making payments?

If you can answer yes to any of the above then you may have been bitten by a loan shark. If you, or anyone you know, is experiencing any of the above or has any knowledge of loan shark activities then contact our team IN CONFIDENCE.

We can be contacted 24/7 on 0300 555 2222

e-mail: reportaloanshark@stoploansharks.gov.uk

or by text to: loan(space)shark(space)+ your message to 60003

You can also find out more about our work by visiting www.facebook.com/stoploansharksproject.

NEIGHBOURHOOD WATCH RESEARCH HIGHLIGHTS GAPING HOME SECURITY HOLE

- 92% of domestic burglary in England and Wales is committed through either the front or back door
- 11% of the UK population moves home every year
- The average Briton moves home eight times in their lifetime
- 86% of Neighbourhood and Home Watch Network members do not change their locks when they move

“How many people could have a key to your new front door?”

Research undertaken by NHWN has highlighted a gaping home security hole amongst its members.

Working alongside its primary security sponsor, Avocet Hardware, NHWN’s research found that two thirds of the 6,000 respondents do not change their locks when they move home. And of those two thirds, 86 per cent don’t even consider it.

Jim Maddan, chairman of NHWN, said: “These figures alone may not seem that surprising, but when you consider that around 11 per cent of the population moves home in the UK every year; and that the average Briton moves eight times in their lifetime; then it begs the question just how many people could have a key to your new front door?”

“And when you take into account the most recent Office for National Statistics crime survey showed that 92% of all domestic burglary in a dwelling in England and Wales was committed through either the front or back door, then it’s obvious that everything possible should be being done to secure them.”

The security lapse highlighted by the research not only means that two-thirds of NHWN’s members are putting themselves and their possessions in unnecessary danger when they move, but they are also running the very real risk of having their home insurance negated should a burglar simply unlock their front door and let themselves in.

Clive Lloyd, managing director of Avocet Hardware, said: “Whenever I move home I make sure I change my locks as quickly as possible – the reason being the sheer number of people who’ve had access to my door keys in previous homes.”

“Whether it’s friends or neighbours we’ve given spare keys to while we’re away on holiday; workmen we’ve left a key out for; or even our grown-up children who still have their own sets of keys; there’s no escaping the fact a lot of people could still have the key to my old front door when I move.”

Close to 40% of those who told NHWN that they do change their locks when they move did so for the same reason as Clive, while a further 25% made the decision based on the fact they felt the locks looked inadequate.

Are you over 50, live in Dorset and need some information?



Dorset Partnership for Older People Programme (POPP) provides a free and confidential information service, funded by the Dorset County Council and Dorset NHS.

A Dorset POPP Wayfinder, who works in your community, can provide information or put you in contact with specialist help on many topics including: money/ benefits, transport, learning new skills, keeping your home warm, local clubs, support for you if you are caring for someone, and much more.

They want to know what is important to you and will help you find the information you need.

Contact your local Wayfinder(s):

Jill Beech 07971 338473

Nick Hollingworth 07971 338624

Central contact numbers: 01202 946111

Email: wayfindersinfo@helpandcare.org.uk

Info: www.dorsetforyou.com/popp

Meanwhile, only 7% of people changed locks in order to upgrade to anti-snap locks – an extraordinarily low figure when you consider that over half of those polled had uPVC doors, the standard locks for which led to the development of lock-snapping as a means of forced entry in the first place.

“Doors are very much the main entry point for burglars and this research shows that a large percentage of the population isn’t even doing the basics to protect themselves,” he continued.

“Our advice is simple – change your locks as soon as you move and rule out at least one horribly easy route into your home.”

For more information about Avocet Hardware and its snap secure locks visit www.abs-secure.co.uk.



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Harry Homewatch

Hark the merry till bells ringing. Yes it is that time of year again, when the majority of us like to give to our family and friends. Unfortunately a small minority like to take from us instead. Harry was once told that the best way of getting rid of unwanted rubbish was to wrap it up in Christmas paper and leave it in full view of any passing opportunist thief.

Seriously though do be sensible about where you leave presents, especially in the car when out shopping. It is simple for a thief to see what you have bought and follow you to your car. You then deposit the first load and return to the shops. To stop Mr Thief always put the items in the boot out of sight, never on the seat of the vehicle, and make sure you have locked the car before returning to the shops. Also look back after you have walked a little way to see if anything suspicious is going on around your vehicle.

The other place we tend to put our presents on view is around the Christmas tree, which is often placed in the window nearest to the road and of course lit up even when we go out. Keep them out of view until Christmas day, this also adds to the excitement by the way.

Harry would like to wish all of his readers a Happy Christmas and a crime free New Year.

Follow Harry in further issues of *Update*.

Harry Homewatch

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Home Watch subs 2016

In order to align subs with our new year-end, members with current subs which expired on 30th September 2014 were eligible for free renewal up to 31st March 2016.

The 'nominal' sub remains at £1 per year; however:

Existing members will renew **next March** for £2 and receive a new membership card, valid until **31st March 2020**.

New members (or lapsed members) **from Dec 2015** will pay a 'joining sub' of £2 and receive the new card valid till 2020.

Note that membership is per household, not per person.

If you move house within our Home Watch area your membership can be transferred to your new address free of charge and a new card will be issued to you. Members who move out of the area will forfeit any subs paid and new occupiers will need to join up in their own names.

If you're already a member of W&CHW we'd like you to tell your friends or relatives who live locally about the many benefits. Help us to make our community safer – details on our website. Your involvement makes a real difference in keeping us, our homes and our community safe.

Help fight crime and anti-social behaviour in our communities. To join contact Graham Mallett at g@gpmcs.co.uk; talk to your Safer Neighbourhood Team officers (details on page 5); or speak to your local W&CHW Coordinator or Contact.

RETIRED SOLICITOR OVER 40 YEARS EXPERIENCE HOME VISITS



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FOR A **FREE** CHAT CALL **JOHN EDGE**

01202 883293 or 07415 512148
or email johndedge007@gmail.com

**IF YOU DONT NEED MY SERVICES YOU ALMOST
CERTAINLY KNOW SOMEBODY WHO DOES!**