

LOCAL WATCH-WORD



The Newsletter of the Eastleigh Neighbourhood Watch Association keeping you up to date with crime and safety issues in your area

Sept 2023


DELIVERY SCAM AMAZON ONE TIME PASSWORD

For some high-value purchases, such as expensive mobile phones, Amazon sends you a six-digit one-time password (OTP) ahead of your delivery, which you must read out to your courier before they will hand over your parcel. This is meant to give extra security and peace of mind that high value items will arrive safely.

However, Which magazine has reported some customers have encountered problems such as delivery drivers disappearing after being given the OTP or the parcel has been switched for one containing a low value item. A good tip is to not give the code to the driver unless you see the parcel in his hands (so he can't say he'll go off and get it and then drive off).

Which recommends that you retain any evidence you may have such as video doorbell footage and follow these tips:

1. Complain to Amazon in the first instance
2. If the parcel looks damaged or tampered with, take photos before opening
3. If you paid extra for fast delivery and the password doesn't arrive in time, ask Amazon to refund the additional costs.



Quarterly Tip

Don't trust anyone or anything
Think before you click!



4. If a parcel is stolen or has been tampered with, report this to the police.
5. You may be able to use 'Section 75 of the Consumer Credit Act' or 'chargeback' to get your money back if Amazon refuses to refund or replace the item.

[Click for more details.](#)

A NOTE FROM OUR EX-CHAIRMAN

New Chair: You will have seen in a recent message from me that I have decided not to seek re-election as Chair. I would like to thank everyone who has sent messages of appreciation for my efforts and the achievements of the Committee during the last seven years. I also would like to thank all Coordinators and the Committee for their input and support over this time. I am very pleased that Claire Wills from the Committee has agreed to step up as Chair and she introduces herself in an article in this edition of Watch Word. I will continue as an Area Coordinator and member of the Committee.

Best wishes
Mike Anthony



CONTENTS

- 1 Delivery Scam
- 1 **Quarterly Tip**
- 1 Ex-Chairman's Note
- 2 **Chair Note**
- 2 Corben's Corner
- 3 **NW Workshops**
- 3 Vehicle Crime
- 3 **Theft from vehicle**
- 4 Theft of vehicle
- 4 Bank Closures
- 4 Security Sale

A NOTE FROM OUR NEW CHAIR




Claire Wills

Hello, I would like to introduce myself to you all. My name is Claire Wills and I am a Coordinator for a scheme in Chandler's Ford as well as the Area Coordinator for Chandler's Ford South. I have been Vice Chair for the past year, Treasurer for the past 3 years and a committee member for 4 years. I still feel like I am learning about Neighbourhood Watch,

particularly in Eastleigh, so bear with me if I do not know the answers immediately! I could not replace Mike as that would not be possible given all that he has done in the past! I am grateful that he is still staying on the Committee to give me support going forward.

I am also currently the Area Coordinator for Boyatt Wood and Eastleigh Central; Hiltingbury; and Bishopstoke until we can find someone else to take on the posts. – Are there any takers out there? If you are interested in the role or being on the committee, please get in touch and I can explain what the role does (and does not) involve. We really would like some new members on the committee – even if just to listen and keep us in touch with contemporary views.

About me personally - I am retired and have family (children and grandchildren) in the area. I have had 3 careers in my working life – The Inland Revenue, Teaching and Police Staff, so I have a wealth of experiences to bring to the role. I am a member of the local Trefoil Guild (ex-Girl Guide leaders) and with my husband participate in our hobby of microlight flying. I retired during the early stages of the pandemic so I am currently catching up on all the



Lots more information can be found on our ENWA website

www.eastleighnhw.org.uk/

and also take a look at our [Facebook](#) page



holidays and experiences that I would have done in 2020 and 2021! Any suggestions for the bucket list are welcome.

My next input to Watch-Word will be a lot more pertinent to Neighbourhood Watch but I thought that this time you might like to know more about me.

Keep Safe

CORBEN'S CORNER

By John Corben

As I grow older I do feel, despite my best efforts to keep up, more and more left behind by advances in technology. The question I ask is: are these advances necessarily for my/our good? The answer, in my opinion, is sometimes NO. Some examples of these advances are QR codes and 'apps' such as parking apps and electric car top up apps. Apart from not fully understanding how these work my bigger worry is the fact that they expose me to being potentially scammed and the potential to lose money to the scammers.

So then how do these particular scams work? Taking 'apps' to begin with; the intended victim is trying to sign up, for example, to a parking app such as Justpark or Parkonomy. However, they will somehow be directed by the downloaded app to a site which 'takes' their card details. The end result of this is the victim being signed up for a recurring monthly subscription to a bogus company for say



£49.99 a month. These are rogue apps, sometimes uploaded to legitimate app stores, whose sole intent is to trick the victim by impersonating a legitimate app. App stores regularly remove dozens of rogue apps from their stores, but mostly not before many innocent people have been scammed and personal banking information has been obtained by the scammers.

QR codes have also been utilised by scammers to misdirect victims

to fake sites, to obtain a victim's banking information and/or card details. I have heard anecdotally of victims in restaurants falling for this scam. I have no firm details about exactly how this works but I suspect it may involve covering over the correct QR code with a fake scammer QR code sticker. I have also heard of fake adverts being placed on online websites with QR codes directing the victim to a malicious website.

My advice is stay away from apps and QR codes wherever possible unless you are 100% confident of the source.



Sept 2023

NATIONAL NEIGHBOURHOOD WATCH WORKSHOPS

National NW's seminars and workshops receive strong praise for their content and interest. The August edition of Volunteer News (sent to all Coordinators registered on Alert) contains details of the latest series of Coordinator Workshops which take place over a 2 week period in September and October, with one week of afternoons and then the workshops repeated but in the evenings the following week.

Links to register for these workshops can be found in the August Volunteer News, you can also access the registration forms by clicking the chosen date in this table. As a reminder, the following are the workshops:

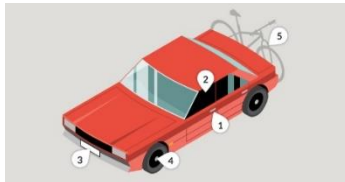
Workshop Title	Date and Time
Making the best use of our resources – Knowledge Hub, Toolkits etc	Monday 25th September 1 pm
Working with local partners – importance of being connected	Tuesday 26th September 1pm
Using the Alert system Member Area to manage your scheme and get the best out of it	Wednesday 27th Sept 1pm
Succession planning – strengthening your scheme	Thursday 27th Sept 1pm
Using the national crime prevention campaigns in your local area	Friday 28th Sept 1pm
Making the best use of our resources – Knowledge Hub, Toolkits etc	Monday 2nd October 6.30pm
Working with local partners – importance of being connected	Tuesday 3rd Oct 6.30pm
Using the Alert system Member Area to manage your scheme and get the best out of it	Wednesday 4th Oct 6.30pm
Succession planning – strengthening your scheme	Thursday 5th October 6.30pm
Using the national crime prevention campaigns in your local area	Friday 6th October 6.30pm

SPOTLIGHT ON VEHICLE CRIME

Recent crime details for the Eastleigh area have revealed that a large percentage of activity locally has been vehicle related. You don't have to be a victim if you follow some of the advice suggested below by our local PCSO from the Hampshire and Isle of Wight Police website.

Prevent theft from a vehicle

Having your car broken into and losing your things to thieves can be very distressing. Here are a few simple steps you can take to keep your vehicle, and what's in it, safe.



1. Always lock it

Fuelling up or popping back into your house to get something are perfect examples of how easy it is to turn your back for a moment and forget your vehicle is unsecured. So get into the habit of locking your vehicle even if you're only going to be away from it for a moment.

2. Close windows and the sun roof to prevent 'fishing'

Leaving windows and the sunroof open invites fishing for items through the gap. Don't give them the opportunity.

3. Secure your number plates with tamper-resistant screws

Using security screws to attach your vehicle's number plates makes it harder for thieves to get your number.

4. Fit locking, anti-tamper wheel nuts to secure alloy wheels

Stolen wheels are valuable, either as parts or for their scrap value.

5. Secure anything that's on the outside of your vehicle

Anything left on roof-racks, tailgate racks, holiday top boxes or in tool chests are easily stolen when the vehicle is parked. For further information and advice, visit [Sold Secure](#).

6. Take it with you or hide it

Your mobile phone, coins for the car park, sunglasses or other items are irresistible to the opportunist thief. Remember, the cost of replacing a window is often much more than that of what's stolen.

7. Hide electrical items and leave no clues

Leaving sat nav mounts, suction cup marks on windows or cables

on view gives it away that you have left a Sat Nav, smartphone or other device in your car.

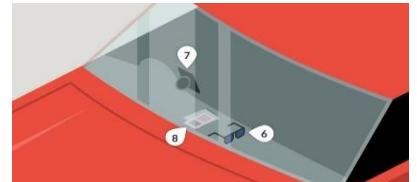
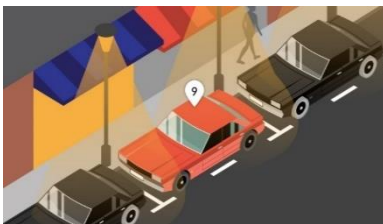
8. Tool theft from vans

Vans are often targeted by thieves for the tools stored inside. If you have to leave tools in a van overnight, it's a good idea to mark them clearly with your name / company name and address using paint pens and seal with a clear lacquer spray. Consider using a lockable cabinet within your van to store tools – a number of security rated products are available. Small cameras are also designed to record inside vehicles. Visit [Secured by Design](#) for more details.

You can also take photographs of items of value, make a note of the serial numbers.

9. Park in well-lit and busier areas

It can take less than 30 seconds to break into a vehicle. Parking in well-lit areas and busy streets increases the



chances of a thief being seen, so they'll probably steer clear.

10. Take your documents with you

Having a vehicle's registration and insurance documents could let a thief pretend to be the owner. Which means they could sell it on quite easily.

11. Choose your car park wisely

If possible, always try to park in well-lit and staffed car parks or those with a Park Mark safer parking award. To find one, simply check out [Park Mark](#).

12. Catalytic converter theft

The precious metal in catalytic converters has led to an increase in their theft. Find out what [catalytic converter theft](#) is and what you can do about it.

Prevent car and vehicle theft

Don't let thieves get an easy ride. Follow these simple rules to protect your vehicle from thieves.

1. Lock your vehicle

Locking your vehicle, even when filling up or parked on your drive, greatly reduces the possibility of it being targeted by an opportunist thief. Even if you have locked your vehicle, check you haven't left any windows or the sunroof open.

It is actually illegal to leave your vehicle running unattended while you de-ice it or warm it up in cold weather. If someone takes it while it's left like this, your insurer

won't pay out because you won't be covered.

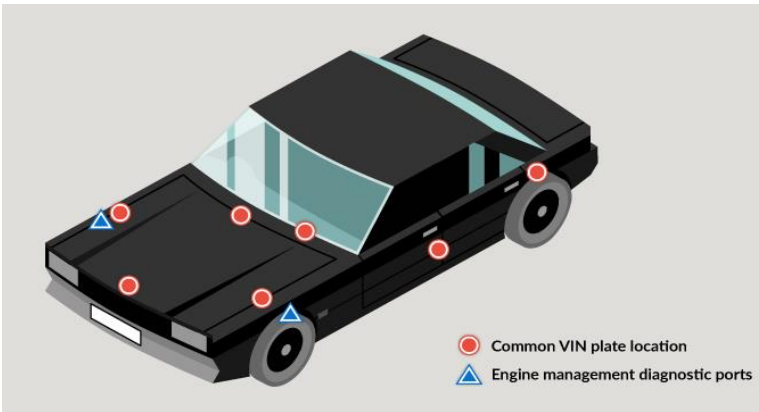
2. Keep the keys safe

Keep your keys safe, out of view when at home, and away from your front door. Keys can be stolen from inside your home by thieves fishing for them with a stick and hook through the letterbox. Keyless car theft or 'relay theft' is when a device is used to fool the car into thinking the key is close by. This unlocks the car and starts the ignition. Thieves only need to be within a few metres of your car key to capture the signal, even if it's inside your home. This means that even if your car and home are secure, thieves can still unlock, start and steal your car. If you have to push a button on your car key to open your car, you don't have keyless entry.
How to protect your keyless entry car

- When at home keep your car key (and the spare) well away from the car.
- Put the keys in a screened or signal-blocking pouch, such as a Faraday Bag.
- Reprogramme your keys if you buy a second hand car.
- Turn off wireless signals on your fob when it's not being used.

3. Be aware of carjackers

In traffic, drive with the doors locked and when queuing leave enough space in front of your vehicle to enable you to get out of a tight spot. If your vehicle is bumped from behind, wait to pull over – somewhere safe and preferably where there are people. If you're at all suspicious, consider calling the police. If someone threatens you, it's better to hand over the keys to the vehicle than become a victim of assault. Then call 999 as soon as possible, and ask for the police. If your car is stolen, some modern vehicle alarm and tracker systems have the facility to isolate or shut down fuel systems, bringing the vehicle to a halt.



4. Park responsibly

It's always advisable to avoid parking in dark and secluded areas. It's worth an extra five or ten-minute walk if it means your vehicle is left in a well-lit and busier street. If possible, always try to park in illuminated and staffed car parks or those with a Park Mark safer parking award. To find one, simply check out [Park Mark](#).

5. Watch for illegal tow trucks

Thieves often attempt to lift vehicles from the street, literally. So, if you see a towaway crew acting suspiciously – especially if their vehicle isn't branded or if they're not in uniform – then please report it immediately. Car parks with height-restricted entrances help prevent illegal tow trucks and removal vehicles.

6. Fit good in-car security locks

Bear in mind that built-in steering locks aren't necessarily thief-proof. Many can be forced and broken. Fitting a [Sold Secure](#) steering wheel, gear lever or clutch pedal security device can give your vehicle added protection.

7. Double-check electronic locking

Electronic devices can be used to jam the electronic signal from your key fob to lock your vehicle. Always manually check your vehicle has locked before walking away.

8. Before owning, check for cloning

Changing the identity of a vehicle, known as vehicle cloning, can be as simple as adding stolen number plates. When buying a vehicle, always check the DVLA V5 document and make sure the Vehicle Identification Number (VIN) on the vehicle is the same as on the document. Make sure you check more than one of the VINs as well as the engine numbers on the vehicle (see diagram).
[Check a used vehicle you're buying.](#)

9. Secure your port

Many modern vehicles are fitted with engine management diagnostic ports, which can unlock and start your vehicle. If your vehicle has this type of port, consider fitting a lockable cover.

With thanks to the Hampshire and Isle of Wight Constabulary to read the full article [click here](#)



NOT SORRY WE'RE CLOSED

It was sad to see the last bank remaining in Chandler's Ford put up the shutters, and leave, what is a growing community, with no face to face banking facility within the area. It leaves the vulnerable (those without cars or internet) little choice. As banks are also beginning to shut up shop in Eastleigh there is only the option of Winchester and Southampton left. Since banks are now posting substantial profits, this is not a case of necessary belt tightening, but just a means of enhancing their balance sheets. The Financial Conduct Authority (FCA) said in their guidance 'While banks may continue to transform their businesses in line with changing technology and customer behaviour, they should consider the impact changes to services will have on customers' everyday banking needs.'



Through the Financial Services & Markets Act 2023, Parliament has asked the FCA to seek to ensure reasonable provision of cash deposit and withdrawal services for personal and business current accounts in the UK or part of the UK.

One of our Committee members applied to Link, who have been tasked with creating 'Bank Hubs' which would provide a central point in a community where access to all the main high street banks would be under one roof. In a fairly unsatisfactory reply, she was told that Chandler's Ford did not meet their set criteria for provision of a hub at this time. [Click here](#) to read their criteria and see if you agree! Interesting that a community that once supported a large collection of banks apparently now no longer needs any.

Currently, some limited services are available at Post Office branches. To see more, look at: <https://www.eastleighnhw.org.uk/banking-at-the-post-office/>

Are you taking your security seriously?

These are items that could help you

RFID POUCHES - FOR KEYLESS ENTRY CARS.	RFID POUCHES - FOR BANK CARDS
--	-------------------------------

(Remember you need one for your spare keys as well!)

£1.95 each

10p each

Contact Claire for more details and to purchase at:
chair@eastleighnhw.org.uk