

**OFFICIAL**



## **BRAESIDE & MANNOFIELD Community Council Report**

This report covers progress we have made in dealing with your priorities for the Braeside & Mannofield Community Council area during June 2020.

The report aims to highlight emerging issues in your area, and to provide crime prevention advice and guidance to Community Council members and residents you represent. Our focus is to reduce crime and disorder, help create safer communities and respond effectively to local concerns.

### **COVID 19 – UPDATE**

In relation to the COVID 19 restrictions Police Scotland follow an ENGAGE, EXPLAIN, ENCOURAGE and ENFORCE approach. What this means practically is that when breaches are reported to us we will follow each step in order to resolve the breach with any enforcement action being the last resort. We continue to receive calls in relation to this and adopt the above approach.

A Route Map has been published setting out our plans for easing Scotland's coronavirus (COVID-19) restrictions in four phases.

Scotland moved to [Phase 3 of moving out of lockdown](#) on 10 July, with [changes being introduced in stages](#).

The above links explain what you can and cannot do to help stay safe, protect others and save lives.

**OFFICIAL**

## **Community Policing Priorities**

### **Antisocial behaviour, Violence and Disorder:**

Police continue to actively patrol area's know for anti-social behaviour and will deal with any offences detected. On the 11<sup>th</sup> July Police were called the Morningside area regarding a large group of youths causing issues, however on Police attendance there was no trace of the group.

Officers are making enquiries into a minor assault that occurred in the Airyhall area whereby a male has punched another male on the 18<sup>th</sup> July. This appears an isolated incident where alcohol has been involved.

Officers are investigating a smashed window at Braeside primary School during the hours on darkness on the 24<sup>th</sup> July by an older male.

A report of a vandalism to a vehicle whereby it has been scratched in several places the same night on Braeside Place is also being investigated by officers.

Officers attended reports of a noisy party in the small hours of 26<sup>th</sup> July in the Countesswells Road area and dispersed same, providing suitable advice to all particularly the occupants.

### **Acquisitive Crime:**

Only one incident of acquisitive crime has been reported this month involving a male in his 60's attending a garden/yard area of a business near the Marcliffe of Pitfodels Hotel and carrying off a bucket containing planks of wood on the 24<sup>th</sup> July. Enquiries are ongoing.

I would encourage all members of the public to be vigilant and report any suspicious activity to Police on 101 or 999 if an emergency, remembering to provide as much detail/descriptions of persons as possible.

### **Road Safety & Road Crime:**

There were no incidents of note during the period in relation to this. We continue to work with partners in response to specific complaints in terms of road traffic offences and to make use of antisocial behaviour legislation. Residents in the areas affected by antisocial driving are encouraged to contact Police on 101 at the time to report incidents in order for us to take positive action.

OFFICIAL

## Community Engagement & Reassurance

Trading  
Standards  
Scotland

Working to protect consumers and support legitimate  
business across Scotland

Report Consumer Issues to Advice Direct Scotland

**0808 164 6000**

**[www.tsscot.co.uk](http://www.tsscot.co.uk)**

  
COSLA



In this edition of **Scam Share** we'll look at some of the most recent scams which have been reported by consumers across Scotland.

Following our roll out of free call blocking devices, we received an unprecedented volume of applications and all units have now been allocated. We're sorry if you missed your chance to apply - any updates will be posted on our [website](#) and social media accounts.

It's more important than ever to make sure that you stay Scam Aware and that you share information about scams with vulnerable relatives or friends. Follow us on [Twitter](#), [Facebook](#) and [Instagram](#) for information about the latest scams reported by Scottish consumers.

OFFICIAL

## OFFICIAL

Stay safe while online at home and report all scams to [Advice Direct Scotland](#) on 0808 164 6000. Report scam emails to the [National Cyber Security Centre](#).

---

# Travel Compensation Scams



Fraud prevention service Cifas are warning travellers to [be wary of fraudsters](#) posing as staff from travel companies, tour operators or insurers and offering to refund or rebook cancelled holidays. Scammers are also setting up fake websites offering refunds and compensation to holidaymakers. This follows [warnings](#) of fake caravan listings, refund offers and travel deals from banking industry body UK Finance earlier this month.

As Scottish consumers continue to report issues related to holiday/travel refunds and cancellations, fraudsters are taking advantage of their uncertainty. There may be an increase in companies offering to obtain refunds or compensation for cancelled trips during the Covid-19 pandemic

One claims management firm is now facing prosecution after offering a 'no win no fee' service and eligibility checks to passengers seeking compensation - after filling in their details, passengers would often be pursued for fees despite not choosing to engage the firm or receiving any refund.

The Civil Aviation Authority (CAA) is currently reviewing how airlines have handled cancellations and refunds during the pandemic, due to the volume of consumer complaints received.

Be wary of:

OFFICIAL

## OFFICIAL

- Cold calls, unsolicited emails or fake posts on social media advertising holiday refunds. You may be asked to pay an upfront fee as payment for handling a refund claim;
- Fake websites advertising cheap holiday deals. These can look similar to genuine websites, with similar URLs and ask for deposits for holidays which often don't exist.

### What to Do

- Never give any personal or financial details to a cold caller and don't click on links in unexpected emails;
- If in doubt about an unexpected message which appears to be from your holiday provider, contact the provider via their official phone number or website.
- Remember that **your consumer rights have not changed due to the Covid-19 pandemic**. If you have been affected by any travel/accommodation cancellations and are unsure about your consumer rights, contact Advice Direct Scotland on **0808 164 6000** or check their regularly updated [COVID-19 consumer website](#) for advice and guidance.

Find links to [official advice about travel/accommodation](#) on our website.

---

## Doorstep Scams

**Scam Share**  
Signposts  
www.tsscot.co.uk

# Doorstep Scams

- Close the Door** on uninvited callers. Don't feel obliged to answer the door to a cold caller - it is your home and you should not let anyone in unless you feel comfortable.
- Take Time** to think before making a decision. Rogue traders may try to pressure you by saying that they have special deals which are only available today. Don't let an uninvited trader start work straight away.
- Research** Get at least 3 quotes from trusted companies before having any work done in or around your property. Rogue traders go to great lengths to appear legitimate - check at least 3 review sites to make sure you are getting genuine feedback. Find traders who have been vetted by Trading Standards through a local approved trader scheme.
- Verify** that the person is genuine and take a note of the company's details. ID cards can be faked - close the door and, rather than phoning the number on the trader's ID card, look up the company's number on their official website or in an official phone directory to check their identity. Legitimate traders will be happy to wait while you perform these checks.
- Report** any suspicious behaviour to Police Scotland on 101, or 999 in an emergency. Sign up to the Neighbourhood Watch Scotland Alert system to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland.

This week, rogue traders have been targeting elderly and vulnerable people in the Central Belt. In one case, a scammer offered to replace the stones in an elderly consumer's driveway at a cost of £200. The scammer simply moved stones from the back garden to the front of the house.

Another woman in the same area was charged £100 to trim a tree in her garden. Rogue traders have also been knocking on doors and charging £300 to pressure wash and seal driveways. They are willing to drop the price as long as consumers will pay in cash on the spot.

## What to Do

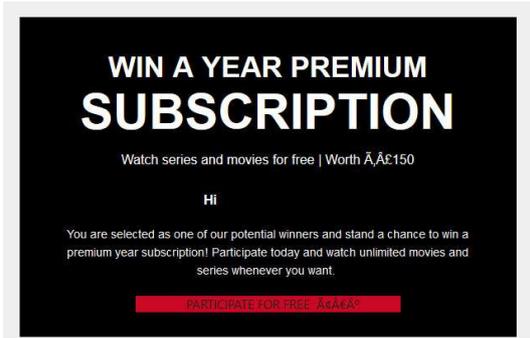
- Sign up to the [Neighbourhood Watch Scotland Alert](#) system to receive timely alerts about local crime prevention and safety issues from partners such as Police Scotland. If there are known rogue traders in your area, you will be alerted.
- Report doorstep scammers or anyone acting suspiciously in your local area to **Police Scotland** on **101** or call **999** in an emergency.
- If you have concerns about goods or services you have purchased, contact [Advice Direct Scotland](#) on 0808 164 6000 for advice on your consumer rights.

## OFFICIAL

Find more information about avoiding doorstep scams [on our website](#), where you can download our [No Cold Calling](#) leaflet and [Doorstep Signposts](#) factsheet.

---

# Netflix Email Scam



We have seen a new scam email saying that you can win a year's premium subscription to Netflix. Clicking on the link leads to a genuine-looking login page which is designed to steal your account and payment details.

Action Fraud reported that, last month alone, they received over 1,400 reports about fake Netflix emails. In previous bulletins we have covered these scams, some of which ask the recipient to click on a link to update their billing details following a failed payment. Others say that your account has been temporarily suspended and ask you to confirm your details and payment method in order to have it reactivated.

**Netflix state [on their website](#) that they will NEVER email or text customers to ask for personal details, including passwords or bank details.**

This [recent article from Business Insider](#) explains that most security breaches are now the result of stolen passwords/account details gained through phishing scams such as this one.

## What to do

- If you receive a similar email or text, do not click on any links or open any attachments. If you do, your details could be harvested by scammers;

## OFFICIAL

- Report scams to **Advice Direct Scotland** on **0808 164 6000** or through their [website](#)
- You can also report scam emails to the **National Cyber Security Centre's** [Suspicious Email Reporting Service](#).
- If you have been the victim of fraud, report this to Police Scotland on 101.

Find out more about [streaming service scams](#) on our website.

---

## Pop-up Energy Adverts



Since warning about misleading energy marketing scams linked to the UK Government's 'Green Homes' grant scheme, we have seen several examples of pop-up adverts on social media which imply that funding or grants for energy saving products are available to Scottish consumers.

One example says that all Scottish homeowners are eligible for over £2,000 of funding and asks you to enter your personal details in order to apply.

**These adverts are designed to collect data and generate leads for companies who engage in misleading marketing.** Clicking on these adverts leads to a form where you are asked to fill in personal details in order to determine whether you qualify for a grant. We are aware of Scottish consumers who have responded to these adverts and have then been called and visited by companies who pressured them into signing expensive contracts for energy saving products that they did not want or need.

Police Scotland have also warned this week that if you receive an email or text regarding 'Green Home' grants, it is very likely to be a scam. They advise that you should delete the message and do not click on any links or reply with any personal

details.

Home Energy Scotland have a '[Funding Finder](#)' tool which will show you genuine funding options available in your area.

Find more information about misleading energy scams and links to trusted sources or information [on our website](#). If you are considering installing energy saving measures at home, read our '[Safe Energy Journey](#)' PDF.

---

## Top 10 Scottish Phone Scams



Scottish consumers continue to be hassled by a variety of nuisance calls.

**The most commonly reported phone scams in Scotland between April-June 2020 were:**

1. Misleading sales of **insurance for white goods, appliances or SKY equipment** (find examples [here](#))
2. Misleading sales of **boiler, plumbing or drainage cover**
3. Offers to **reduce nuisance calls** for a fee by signing you up to the Telephone Preference Service
4. **Bank fraud** - e.g. recorded messages saying that there has been a potential fraudulent transaction on your account and asking you to press 1 to discuss with an advisor (find more examples [here](#))
5. Attempts to gain **remote access** to your computer
6. **HMRC frauds** - e.g. saying that HMRC are filing a lawsuit against you and asking you to press 1 (find more examples [here](#))
7. **Amazon Prime scams** (find examples [here](#))
8. **Claims management calls** - e.g. offering services in relation to claiming backdated Marriage Tax Allowance or claiming tax owed on recent PPI payments

## OFFICIAL

9. Misleading calls related to **Green Deal funding** (see above for more information about energy marketing scams)
10. Offers of **'free' lottery tickets** or calls advising that you have won a **competition** and asking for personal and bank details

### General Advice for Avoiding Phone Scams

- Do not press 1 or follow any other instructions given in an automated message
- If you are speaking to a person, don't give them any personal information, don't agree to make any payments and never allow them to access your computer remotely
- Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account. Use the phone number on your bank statement or a publicly listed number (don't use a number given to you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone.
- Never agree to make a payment for goods or services on the spot – get at least two other quotes from trusted companies.
- **Report scam calls to Advice Direct Scotland on 0808 164 6000 or through their [website](#). If you have been the victim of fraud, report it to Police Scotland on 101**

---

## Bank Email Scam

## OFFICIAL



A recipient of Neighbourhood Watch Scotland Alerts has this week reported a scam email purportedly from the 'National Crime Investigation Centre' in the USA. The email addresses them as a 'scam victim' and says that there has been an investigation into their bank, who may have delayed a payment in order to divert funds to another account.

The recipient is advised to contact an officer using a Gmail account in order to receive a compensation payment.

Find out more about [avoiding banking scams](#) on our website.

**Report scams to [Advice Direct Scotland](#) and if you have been the victim of fraud, report this to Police Scotland on 101.**

---

## Arrest - Tax Refund Scams



A man [has been arrested](#) this week for sending over 1,000 fake texts offering Government tax refunds during the Covid-19 lockdown. He obtained personal details from 191 victims and defrauded 49 of them out of £10,000 in total.

One of the texts appeared to have been sent by UKGOV and read: "You are eligible for a Tax Refund as a result of the COVID-19 pandemic. Please fill out the following form so that we can process your refund." The link in the message led to a legitimate-looking HMRC website which asked for personal and banking details.

HMRC regularly update their [list of genuine communications](#) to help you avoid scams.

Find out more about [avoiding HMRC scams](#) and [avoiding council tax scams](#) on our

## OFFICIAL

website.

**Report similar scams to [Advice Direct Scotland](#) and if you have been the victim of fraud, report this to Police Scotland on 101.**

---

## Local Listings: Business Scam



Aberdeen City Council this week received a report of a scam targeting local businesses. Businesses were cold called and then received a follow up email with a seemingly simple request for them to confirm their address for local listings. However, the terms and conditions actually stated that the business would be liable for monthly payments if they responded to the email and signed the form.

Businesses should be wary of similar scams and should ensure that anything they agree to sign not only comes from a trusted source, but that the details/terms are fully understood before they commit.

A Scottish car dealer was also [recently targeted](#) by a scammer who applied for a UK Government Bounce Back Loan in their name and then tried to pay for a car using the funds.

### What to Do

- Question unexpected emails which request private business information or payments, even if they appear to come from someone within your company
- Think about what you are being asked to do – if in doubt about financial transactions or changes to Direct Debits get a second opinion from a colleague or manager
- Confirm requests for payment or sensitive information with the person or company who has supposedly sent them, using contact information that you know to be correct

## OFFICIAL

- Remember that scam emails and texts can look genuine and can appear to come from Government agencies, people within your organisation and trusted companies
- Report scam business emails to the [National Cyber Security Centre](#)

The [Scottish Business Resilience Centre](#) (SBRC) have a variety of resources to support and protect Scottish businesses. Business Gateway also have online tutorials about [keeping your business safe online](#) and [cyber resilience](#).

Find more information about business scams and links to official guidance [on our website](#).

# Scottish Illegal Money Lending Unit



## Loans from Personal Lenders

### Loans ...

I am a personal lender willing to give out loans in a small scale within the range of 5,000.00 to 1,000,000.00 with the interest rate within 3% to 5% I have been in lending for 2 years, i worked with wells fargo bank where i retired and started lending. How much are you interested in getting as a loan ? what's the loan duration ? I await your urgent response to this e-mail

Be wary if you get a message offering a loan from a personal lender similar to the one shown. If you request a loan, you may be asked to pay an up-front fee and may not receive any money in return. Find out whether a lender is authorised by the Financial Conduct Authority on their [register](#).

Loans from illegal money lenders end up costing on average three times as much as a legal loan, with some charging interest rates of as much as **120,000%**.

## OFFICIAL

## OFFICIAL

Loan sharks continue to target the most vulnerable people, particularly those who have been financially affected by the Covid-19 outbreak.

**If you feel that you have nowhere to turn, please remember that you are not alone.**

The Scottish Illegal Money Lending Unit's free and confidential 24-hour hotline is open 7 days a week - call **0800 074 0878** or fill out our [online reporting form](#).

Find links to more organisations that can help through our [webpage](#).

---

## Official Contacts

- If you feel threatened or unsafe, contact [Police Scotland](#) on **101** or **999** in an emergency.
- Report scams to [Advice Direct Scotland](#) on **0808 164 6000**.
- Sign up to the [Neighbourhood Watch Alert](#) system to receive localised information and updates.

Get genuine information and updates about the COVID-19 pandemic from official websites:

- [Scottish Government](#) - Coronavirus in Scotland
- [NHS Scotland](#) - Coronavirus information and advice
- [UK Government](#) - Response to Coronavirus
- [World Health Organisation \(WHO\)](#) - Technical Guidance

Find a [full list](#) of community links and trusted information sources on our website.



**POLICE  
SCOTLAND**  
Keeping people safe  
**POILEAS ALBA**



advice  
direct  
scotland



Trading  
Standards  
Scotland



Neighbourhood  
Watch SCOTLAND

## OFFICIAL



Follow us on Twitter @NorthEPolice #WestEndCPT

Also available are the three following contact email addresses for the West End:

[AiryhallBroomhillGarthdeeCPT@Scotland.pnn.police.uk](mailto:AiryhallBroomhillGarthdeeCPT@Scotland.pnn.police.uk)  
[HazleheadAshleyQueensCrossCPT@Scotland.pnn.police.uk](mailto:HazleheadAshleyQueensCrossCPT@Scotland.pnn.police.uk)  
[TorryFerryhillCPT@scotland.pnn.police.uk](mailto:TorryFerryhillCPT@scotland.pnn.police.uk)

The primary purpose of these e-mail addresses is for residents to report non-criminal queries, such as passing attentions, information, advice and non-criminal quality of life issues, such as youth annoyance. These e-mail addresses are not for reporting crimes or offences. The process for reporting any crimes or offences is to call 101, where our Service Centre will log the call on our Command and Control system and allocate the incident to our area. Using this process negates the possibility of the report being missed and also ensures that the caller's details, addresses and telephone numbers are noted for our awareness and response.

Should you have any concerns or questions, please do not hesitate to discuss these with the Officer attending your Community Council Meeting or by emailing the above e-mail addresses or our Service Centre. It is not necessary to wait until the meeting and your local CPT Inspector, PI Sim welcomes your contact.

## Contact Us

Please also remember you can communicate with us using any of the following:

- 📞 101 – Non emergency
- 📧 Email - [\\*\\*\\*\\*CPT@Scotland.pnn.police.uk](mailto:****CPT@Scotland.pnn.police.uk)
- 📱 Facebook – [www.facebook.com/NorthEastPoliceDivision](http://www.facebook.com/NorthEastPoliceDivision)
- 🌐 Web – [www.scotland.police.uk](http://www.scotland.police.uk)
- 📞 999 – Emergency
- 📞 0800 555 111 - Crimestoppers

OFFICIAL