INFORMATION BRIEF
Virginia Beach Police Department
Municipal Center
Virginia Beach, VA 23456

8/20/10   2010-119

WHEN A SOLICITOR COMES TO YOUR DOOR
SELLING, BUYER BEWARE

The city of Virginia Beach, like most cities in Hampton Roads, has a law to help protect homeowners when solicitors come to the door. Solicitors must obtain and carry with them a police department-issued non-laminated plastic card displaying their photo and the name of the company they represent.

The most common door-to-door solicitors are security alarm companies, home repair, and magazine subscription sales. Most are legitimate companies and will have the proper solicitor permit displayed. Please do not invite anyone into your home until you are convinced they have properly identified themselves. If the sales offer sounds too good to be true, trust your instincts; they are probably right.

Some solicitors, such as charitable, non-profit organizations and civic or religious organizations are exempt, and do not require a solicitor's permit. However, those individuals are required to register with the Virginia Department of Agriculture and Consumer Affairs (VDACA). Such organizations can be verified online at www.vdacs.virginia.gov or by phone during business hours with the VDACA (804) 786-2042.

When considering alarm systems consult with several reputable home security system providers and make sure they are Department of Criminal Justice Services licensed in Virginia at http://www.dcjs.virginia.gov/ps/directory/businessSearch.cfm. You may also want to check the Better Business Bureau for any complaints about alarm providers.

Report all suspicious individuals and activity to the Police non-emergency number (385-5000). For actual crimes in progress, call 911. Never allow solicitors into your home and verify their identity before even opening your door. Trust your instincts. If you feel uneasy, ask them to leave your property.

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