



# HeathWatch

The quarterly Neighbourhood Watch newsletter for Surrey Heath



Issue 89 | Autumn 2025

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surreyheathnw.co.uk

## A message from our chairman, Alan Howell

Welcome everyone to the Autumn HeathWatch newsletter.

We are always being warned to be on our guard against scams, but I wanted to tell you about my own experience - another example of what it's like when people try to scam you.

I recently booked, or at least thought I had booked, an overnight stay with booking.com. This was not the scam, as I did receive a genuine confirmation from booking.com. However, the hotel did not have the booking on their system when I arrived to check in and were fully booked. I'm also aware that this can happen on these hotel booking sites.

Where the scam starts and where you need to be very careful is if you decide to complain on a social media platform like X about issues like hotel bookings. Fraudsters are contacting people pretending to be from the booking company and asking them to install the LemFi or similar legitimate money transfer or app. In my case the message came from topbooking.com pretending to be booking.com. Fortunately, I was aware of this type of scam and that it may take many forms. It is a timely reminder that we always need to be on our guard.

Many thanks for your support and as always, please remember to stay safe at home and online.

Warm regards,  
Alan Howell - Chairman  
Surrey Heath Neighbourhood Watch  
alanhowell@surreyheathnw.co.uk



## SCAM WARNING

Fraudsters are cold-calling people and asking them to install the **LemFi** money transfer app.

- They tell you to create an account using a password they provide e.g. Refund@2025)
- Next, they ask you to add your bank card so they can "send a refund or compensation".
- In reality, the account is under their control. Once your card is linked, they can transfer money out of your account

### Remember:

- › Real refunds go back to your original payment method — you'll never be asked to install an app.
- › Never use a password someone else gives you.
- › Never add your card to an account set up by a caller

## Garage security

Since COVID-19, it has been noted that garages and sheds are being targeted across Surrey. Perpetrators are increasingly taking advantage of the fact that garages and sheds present an opportunity of easy access and often contain some high value items.

### How can I make my garage door more secure?

Master Locksmiths are qualified security specialists experienced in fitting, opening and changing all lock types and installing high security systems. A local member can be found at <https://www.locksmiths.co.uk/>

They can carry out security surveys and will advise you on the best security

measures for your garage. It is important to look at each situation individually to obtain the most suitable solution.

If you need any further guidance please contact Stephen Cake, Designing Out Crime Officer, Surrey Police by email: [stephen.cake1@surrey.police.uk](mailto:stephen.cake1@surrey.police.uk) or read more on our website: <https://www.surreyheathnw.co.uk/garage-shed-burglaries/>

## A warm welcome to the following new Watch Coordinators

Edward Hitchman..... Drake Avenue, Mytchett  
Neil Edrich ..... Hawkswood Avenue, Frimley



This newsletter is produced by the Surrey Heath Neighbourhood Watch Support Group with the support of Surrey Heath Police and funding from Windlesham Parish Council. We gratefully acknowledge their generosity in supporting us.

# What is Anti-Social Behaviour?

One area that Inspector Ryan Scott and his team have focused on over the summer months, and will continue with into the autumn, has been anti-social behaviour.

The phrase anti-social behaviour (ASB) takes in a range of nuisances, disorder and crimes which affect people's lives on a daily basis. It looks different and feels different in every area and to every victim. What is considered anti-social by one person can be acceptable to another. The Home Office describes ASB as 'any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life'

ASB covers a wide range of incidents and is dealt with by a number of different agencies. If ASB is not dealt with appropriately and in a timely manner, it can have a devastating impact on the lives of individuals, families and communities. It is widely recognised that single agencies cannot tackle ASB alone and must work in partnership to address the issues. Issues that can be considered as ASB include:

- Anti-social driving/speeding
- Alcohol related nuisance
- Neighbour disputes or nuisance
- Noise nuisance
- Nuisance behaviour motivated by hate (race, faith, sexuality, disability, transgender)
- Nuisance motorcycles, quad bikes, e-bikes
- People using or dealing drugs
- Groups of people hanging around (threatening, drunken or intimidating behaviour)
- Dog fouling/inconsiderate dog ownership
- Graffiti
- Littering
- Vandalism/damage
- Fly-tipping
- Inconsiderate bonfires/illegal burning
- Anti-social car meetings



Please note that this is not an exhaustive list; other behaviour may be considered anti-social depending on how persistent it is and the detrimental impact that it may be having on an individual or community.

## What is not Anti-Social Behaviour?

ASB can be difficult to define and although annoying, there are some types of behaviour that are not classed as anti-social, unless it is targeted and/or of a persistent nature:

- Children playing in the street or communal areas - unless they are being threatening or intimidating or causing damage to property
- People gathering socially - unless they are rowdy, inconsiderate and being intimidating to individuals
- Being unable to park outside your own home on the public highway
- DIY or off-road car repairs - unless these are taking place late at night or early in the morning
- Lifestyle differences i.e. cultural differences, food smells, work shift patterns
- Occasional or one-off events i.e. birthday parties, barbeques, other celebrations
- Noise caused by everyday living i.e. walking around, loud conversations, doors opening and closing, lawn mowers
- Fireworks when used lawfully. To find out more, please read the Government guidance Fireworks: The Law
- Property boundary disputes

## How to report Anti-Social Behaviour

If you come across anti-social behaviour (ASB) you can report it to the Police online at <https://www.surrey.police.uk/ro/report/asb/asb-v3/report-antisocial-behaviour/>

You don't have to live here to report it. You can also report if it happens where you work or visit often.

If anyone is seriously injured, there is immediate danger or a risk to public safety then call 999. If property is being damaged then call 101 or, if you prefer, report online.

## Dates for your diary

The final Watch Coordinator meeting of 2025 will be held at St. Mary's Church Centre on **Monday 24th November**

Dates for 2026 will be available on our website soon - <https://www.surreyheathnw.co.uk/meetings/>

# Latest scams to be aware of

Being aware of scams makes you less likely to be caught out by them. Below are a selection of those currently doing the rounds:

## Fake driving licence renewal sites

When the time comes to renew your driving licence, stay vigilant against dodgy sites looking to steal your personal data. Apply for, renew or update your licence only at: <https://www.gov.uk/browse/driving/driving-licences>



## Task scam groups

There are two scam groups using the messaging app Telegram to peddle fake remote job offers known as task scams. Task scams are when fraudsters offer fake jobs that involve completing simple tasks. However, those 'recruited' are often conned into handing over their own cash.

## WhatsApp delivery scams

Watch out for WhatsApp messages from compromised verified business accounts, telling you that your delivery has 'failed' with links to copycat Evri websites.

## Apple iCloud scams

Watch out for four new scam emails impersonating Apple's iCloud service and using various claims to convince recipients to click on malicious links within the message.

These sneaky fake emails look like they're from iCloud and claim that your storage is full, your payment method is outdated or that there's suspicious activity on your account.

## Artificial intelligence scams

A global financial scam called Quantum AI uses artificial intelligence technology to impersonate well-known people, aiming to lure victims into dodgy investment schemes.

The scam has reappeared in recent weeks on Facebook and Instagram, promoting Quantum AI.

## Dragons' Den ads

There are ads online claiming to sell Nixol (a weight-loss pill) which either include Dragons' Den logos, posts from accounts called 'Dragon's Den' or using the image of the well-known Dragon, Deborah Meaden.



## Amazon account hacking scam

An individual had their Amazon account hacked and a bill of £650 racked up by scammers. The victim only noticed when emails started appearing daily in their inbox, with details of the products being ordered without their knowledge.

## Fake emails about Amazon Prime membership subscriptions

Scammers are sending fake emails claiming your Amazon Prime subscription will automatically renew at an unexpected price.

The scammers might include personal information in the emails, obtained from other sources, in an attempt to appear legitimate.

These emails may also include a "cancel subscription" button, leading to a fake Amazon login page.

Do not click on any links in these messages - scammers use fake websites to steal your Amazon login credentials and banking information.



## What you should do:

Scams can typically be ignored with no action. However, these are some suggested actions that may be applicable: If you want to verify your Prime membership, open your Amazon mobile app or go directly to Amazon.co.uk. Select "Prime" from the main menu to view your membership status, renewal dates and plan details.

If you clicked on any suspicious links, monitor your credit/debit card statements for unfamiliar charges and contact your bank immediately about any unauthorised transactions.

Report suspicious communications to <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=GRGRY7AQ3LMPXVCV>

## Best practices to protect against Amazon scams:

Always access Amazon directly through your mobile app or by typing amazon.co.uk in your browser. To find out if a message is really from Amazon, visit the Message Centre under "Your Account." Legitimate messages from Amazon will appear there. Enable two-step verification for your Amazon account through the Login & Security settings or visit <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=G3PWZPU52FKN7PW4>

Tim Tostevin,  
Cyberhood Watch Ambassador





# Supporting your Neighbourhood Watch

## Surrey Heath Lottery

- This is our main source of funding and we are so grateful to all that play and support us.
- For each £1 ticket purchased we receive 50p. This has enabled us to raise nearly £16,000 in just over 6 years!
- The weekly jackpot is £25,000 and there are smaller prizes for matching fewer numbers. We get winners nearly every week!
- Join the fun at [www.surreyheathlottery.co.uk/support/surrey-heath-neighbourhood-watch-support-group](http://www.surreyheathlottery.co.uk/support/surrey-heath-neighbourhood-watch-support-group)

## Friends of SHNW

- Donations help cover our running costs and any are gratefully received.
- If you can donate £25 or more in a year, then we'll recognise you as a 'Friend of Surrey Heath Neighbourhood Watch'. Special thanks to Robin Bachmann who has renewed his membership for a second year.
- Donations can be made on our website ([www.surreyheathnw.co.uk](http://www.surreyheathnw.co.uk)), by bank transfer (Surrey Heath Neighbourhood Watch Support Group, sort code 30-91-53, a/c 00859924) or by sending us a cheque (c/o Police Office, Surrey Heath House, Knoll Road, Camberley, GU15 3HD).

## Easyfundraising

- For those who buy things online, you can raise money for us without any cost - the retailers will pay us!
- Sign up at <https://www.easyfundraising.org.uk> and say that you wish to donate to the "Surrey Heath Neighbourhood Watch Support Group" and add the "Donation Reminder" to your browser. When you shop at a participating retailer you will be asked if you would like a donation to come to us.
- So far we have raised nearly £250 from this scheme, so please join us if you buy things online. If you have already signed up then please don't forget to agree to donate when you buy things online.

## Neighbourhood Watch key contacts

### Design Out Crime Officers (DOCO) - contact for advice on crime prevention.

Stephen Cake, 01483 633272, 07967 988734, [stephen.cake1@surrey.police.uk](mailto:stephen.cake1@surrey.police.uk)

Mike Jones, 01483 636626, 07967987908, [mike.Jones2@surrey.police.uk](mailto:mike.Jones2@surrey.police.uk)

### Camberley, St Pauls, Old Dean, Town, St Michaels & Watchetts

Alan Hitchcock, 078300 69150, [ahitchcock@surreyheathnw.co.uk](mailto:ahitchcock@surreyheathnw.co.uk)

### Frimley, Parkside, Heatherside, Deepcut, Frimley Green & Mytchett

Jackie Davies, 01276 506215, [jdavies@surreyheathnw.co.uk](mailto:jdavies@surreyheathnw.co.uk)

### Lightwater, Bisley, Chobham, West End & Windlesham

Mike Potter, 07985 506624, [mpotter@surreyheathnw.co.uk](mailto:mpotter@surreyheathnw.co.uk)

### Bagshot

Chris Seaton, 07544 553367, [chrisbagshot@aol.com](mailto:chrisbagshot@aol.com)

### Surrey Heath Police Neighbourhood Team Coordinators

01483 639880

## Follow us on



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