

How to Handle Solicitors

**NO
SOLICITING
LOITERING
TRESPASSING**

Have you experienced door-to-door sales people trying to market a product or service? Are you a bit wary of their offers? Beware of offers that sound too good to be true – they probably are just that!

Before you ever open your door, look to see who your visitor is. Make sure you acknowledge the person at the door, even if you are not planning on opening it. Ignoring the solicitor suggests that no one is home and you could potentially become a victim of a residential burglary. It is preferable to speak to strangers through your door. In Norfolk, all door-to-door sellers must carry the solicitors permit that issued by the City of Norfolk, plus proper identification and display this to all public officials, including law enforcement, and to any members of the public that they are trying to solicit. The solicitors permit will state what goods or products are being sold, an expiration date, and what neighborhoods they can solicit in.

Consider posting a sign indicating “No Soliciting” but in order for Police to enforce there must be a “No trespassing” sign as well.

Use good judgment: It is safer not to allow the salesperson into your home. You are encouraged to avoid paying immediately. Do not give the salesperson cash or a check, as it may be pocketed and you may never receive the product ordered. Instead, find out from the seller how you can order directly from the company or receive a bill upon receipt of the product/service. If the salesperson is concerned about losing their commission for the sale, offer to provide their name when placing the order.

Do not give in to high pressure tactics. Never be afraid to say “No!” If a salesperson tries to pressure you into buying their product, terminate your conversation with them. Take the time to contact the company directly if you still have interest in the product or service. Avoid making an immediate purchase in order to receive a “free gift.” If it sounds too good to be true, it probably is!



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