

# After a burglary, robbery, or theft



**This information provides a checklist of things you can look for if you have become the victim of burglary, robbery, or theft. As you go through this, make a list of what you think has been taken. This can help you to assess your situation and make an accurate statement to Police and your insurance company. We also provide tips for keeping your home and property safe.**

## We're here for you

For more information, search for Home Burglary or Robbery and Theft on our website – [www.victimsupport.org.nz](http://www.victimsupport.org.nz), or you can call us 24/7 on **0800 842 846** to be connected with a support worker.

## Burglary, robbery, or theft checklist

Below is a list of things to make a note of which may have been taken or damaged. If possible, take photos.

### House or property keys

If they've been stolen, consider getting your locks changed as soon as possible. The cost of this may be covered by your insurance.

### Car and vehicle keys

If your car or vehicle keys have been stolen, your car is at risk of also being stolen. If you have a second set of keys, move your car into a locked, enclosed garage. Contact your insurance company immediately so the car can be taken to a garage where they can replace or re-programme the key or card. The cost of this may be covered by your insurance company.

### Driver licence

If your licence has been stolen, call NZ Transport Agency (NZTA) on 0800 822 422 to cancel it. Your licence contains a lot of personal information that criminals can use to commit further crime in your name.

More information on your options or how to apply for a new licence is available on the New Zealand Government website – <https://www.govt.nz/browse/transport/driver-licences/replace-your-driver-licence/>

### Passport

Let Police know if your passport has been stolen and cancel it so it cannot be used by someone else. It's important you let the New Zealand Passport Office know as soon as possible. Call them on 0800 22 50 50 or + 64 (4) 462 0650 if overseas. They will need the following information:

- your passport number – they can help you to get this if you don't have it
- when (approximate date) it was lost or stolen
- where – city and country
- what happened briefly
- the Police report reference number if you have it.

Once your passport is cancelled it can't be used for travel again. The Passport Office can explain how to get a replacement passport (0800 22 50 50) or go to the New Zealand Government website for more information.

<https://www.passports.govt.nz/most-citizens-can-apply-for-their-passport-online/>



**Bank cards, credit cards, personal or business financial papers**

Inform your bank or credit card company immediately if any of your cards are stolen, or your personal or business financial papers have been taken. Phone them – all major banks have a 24-hour stolen card reporting service. Most banks will also have information on their website about the steps to take in this situation. Write down the name of the person you speak to at the bank and when you called. This can help if you need to make an insurance claim to reimburse money spent with your stolen cards or personal details.

NOTE: Banks, credit card and finance companies or Police will never ask you for your PIN. Never give your PIN to anyone over the telephone or the internet.

**If there is a safe, is it untouched?**

If you have a safe, check to see if it has been broken into or taken away.

**Hidden cash**

If money stored at home has been found and stolen, tell Police.

**Check belongings in a parked car or the outdoor area around the property**

**Check items of value**

Make a list of all your valuable items – e.g. camera, electrical goods, computer devices, jewellery, antiques, military medals, art, or sports goods. If any have been stolen, look for the receipts or other proof of ownership to help with insurance claims.

Look to see if any items of significant sentimental value have been taken.

Operation SNAP (Serial Number Action Project) is an initiative aimed at preventing burglary and making it harder for criminals to sell stolen goods in New Zealand. More information on SNAP can be found on the NZ Police website.

**<http://www.police.govt.nz/safety/home.operationsnap.html>**

**Mobile phones**

Let your phone network provider know straight away if your mobile phone has been stolen. They can block the phone to stop others using it. You could use a tracking app to help locate and recover your phone. For safety reasons always leave it to Police to recover the phone. If you have insurance, contact your provider to check if mobile phones are covered in your policy.

**Computer, laptop, or other devices**

Use a tracking app to help locate them. For safety reasons, provide the location to Police and ask them to recover these.

**Workplace ID card**

Tell Police and your employer if this has been stolen. Arrange a replacement with your employer.

**Library cards, student ID, or other ID cards**

Speak to any organisations that you hold cards for as soon as possible to let them know your card has been stolen. Ask how they might be replaced.

**Prescription drugs**

If medication has been stolen, let Police know. Inform your doctor and arrange a replacement prescription.

**Receipts**

If receipts have been taken for things currently being cleaned or repaired, or that have been ordered, tell the service provider or store what has happened and arrange collection.

**Other items to check?**

Anything else you can think of specific to your situation not included in the above list.



## Simple steps to reduce the chance of a home burglary

It's important to feel safe in your own home. Here are some simple things you can do to make your property as safe as possible. These tips can also help you keep your workplace or other property safe. For more, visit the *Keeping Safe* section of our website [www.victimsupport.org.nz](http://www.victimsupport.org.nz). Look under *Practical Information*.

### Inside your home:

Put good quality locks on your doors, windows, sheds, or garage. Put security stays on windows, especially on the ground level.

- Lock your door when you're at home and when you go out.
- If you like to leave the window open when you're sleeping, use a window security stay.
- Hide all valuables, and keep your wallet, laptop, smartphone, handbag, and keys out of sight of the windows.
- Consider installing a home alarm system.

### Outside your home:

- Consider installing extra security such as security lights or a videocam.
- Keep tools and ladders locked away when not in use.
- Keep your front fence or bushes low enough so that your home is visible from the street. Burglars look for properties which would conceal their activities.
- Don't hide house or car keys in obvious places like outside the front door under the mat, in the letterbox, or under a nearby plant pot. Use a lock box with a code.

**“ Burglars mostly strike during the day or in the early evening. They're often on foot, and will sometimes have wandered around the neighbourhood a few days earlier.**



### When you're away from your home:

- Secure windows.
- Leave your house looking lived-in and the odd light left on or the radio playing. Think about getting a timer light which will switch on at the time they normally would if you were at home.
- Ask a neighbour to collect your mail or New Zealand Post to hold it until you get back.
- Don't tell too many people about your holiday plans and wait till you get home to share about it on social media.
- Tell trusted neighbours you'll be away and when you'll be back. Ask them to keep an eye on things and let you know about any concerns.
- Consider joining a Neighbourhood Support scheme.
- If you have a landline, forward it to your mobile.

## Here's a handy checklist to keep on your fridge

### To keep your home safe:

- lock all doors and windows when going out
- keep the garage door closed
- have an alarm
- trim shrubs and trees around doors and windows.

### When going away:

- tell a trusted neighbour that you will be away
- arrange to have lawns mowed and letter box cleared
- keep valuables out of sight.

Never 'hide' keys outside or leave a note or voice message saying you are away.

Get to know your neighbours and swap contact details.

My neighbours:

Name:

Phone:

Name:

Phone:

Name:

Phone:

## Join a Neighbourhood Support group

You can contact, join or start a Neighbourhood Support group. Call 0800 4 neighbours (0800 463 444) or visit [www.neighbourhoodsupport.co.nz](http://www.neighbourhoodsupport.co.nz)

## Where can I get support?

If you want help dealing with what's happened to you and your family, call Victim Support on **0800 VICTIM (0800 842 846)** and someone will talk with you.



**Our service is free, personal, and confidential**

CONTACT

### Victim Support

Get Help: 0800 VICTIM (0800 842 846)  
[victimsupport.org.nz](http://victimsupport.org.nz)

  
**Manaaki Tāngata**  
Victim Support

