

# CaSSOA GUIDANCE

## SECURITY BREACH & THEFT PROCEDURE

### New Customers & Suspicious Vehicles

When a new customer arrives on site, it is important to confirm that they are the registered owner of the caravan or motorhome.

You should:

- Ask for 2 x forms of photographic ID and proof of address
- Request insurance documents
- Confirm that the VIN number on the chassis and window match

As a member of CaSSOA, if you have concerns about the ownership of a caravan or want to confirm who the registered owner of a caravan on your site is, you will be able to get a CRiS check for free.

*CRiS is the National Register of UK touring caravan keepers, similar to the DVLA and is recognised by the regulatory bodies, insurance companies and government organisations such as the Driver and Vehicle Standards Agency (DVSA) and the Department for Transport (DFT).*

*A CRiS Check will provide you with a comprehensive history check on any touring caravan using the 17 digit VIN.*

*The check includes:-*

- *If a caravan has been reported as stolen*
- *If it has been recorded with outstanding finance*
- *If it has been written off by an insurance company*
- *If it is registered to a keeper (if you have their name, we can confirm this)*

### Security Breach & Theft

In the event that there is a security breach or theft, the following procedure should be followed:

- Contact customer (if vehicles were damaged or stolen)
- Check CCTV
- Contact Police
- Check access logs (if there's no sign of forced entry) to identify persons on site at time of incident
- Take photos / document findings – record in Caravan Damage Record Form (provided by CaSSOA)
- Repair any damage to fencing/cctv, etc.
- Review all security to identify weaknesses

Provide the following to CaSSOA

- Day/Date/Time of incident.
- Type of property damaged / stolen.
- State of the damaged property / details of the stolen property.
- Method of entry (if applicable).
- Details of any follow-up action to reduce the risk of repeat offence / incident.