



Secure Country Living UK

Practical security and preparedness for rural England

Rural Deliveries, Tradespeople & Unoccupied Property Plan

For isolated homes, long driveways and rural properties where routine visitors can reveal access, occupancy and security information.

Property:		Review date:	
Responsible person / role:		Trusted keyholder reference:	

Rural homes often depend on oil, parcel, feed, waste, maintenance and trade visits that happen out of sight of neighbours. The aim is to let legitimate people do their job without giving routine access to the rest of the property or advertising when the house is empty.

DELIVERY ARRANGEMENTS

☐ ☐ ☐	Use tracked delivery or an agreed secure delivery point where practical; avoid leaving high-value parcels at a secluded front door for long periods.
☐ ☐ ☐	A parcel box, trusted neighbour or collection point is used for frequent/valuable deliveries where this is safer than an exposed doorstep.
☐ ☐ ☐	Delivery instructions do not contain alarm codes, gate PINs, key-safe combinations or wording that advertises the occupants are away.
☐ ☐ ☐	Oil, LPG, feed, building-material and other large deliveries are expected and the supplier has only the access information actually needed for that delivery.
☐ ☐ ☐	Driver access does not routinely take strangers past open garages, workshops, key storage, fuel stores, kennels/stables or other unnecessary sensitive areas.
☐ ☐ ☐	Unexpected delivery requests or calls to “check a tank/meter” are verified with the supplier using a trusted number before access is given.

Police.uk parcel advice

Current police guidance recommends tracking parcels, arranging delivery to a trusted person or secure collection point, and using appropriate lighting/doorbell technology where useful. Rural properties should also think about the long access route between the road and the doorstep.



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Tradespeople & Planned Visitors

A simple appointment record keeps legitimate access clear and makes an unexpected vehicle or person easier to recognise.

Company / trade		Contact name	
Trusted contact number used to verify		Appointment date/time	
Work area		Expected vehicle registration	
Access route / parking		Temporary access reference	

BEFORE AND DURING THE VISIT

☐ ☐ ☐	Verify an unexpected caller or change of operative through the company using an independently sourced number rather than a number supplied at the door.
☐ ☐ ☐	Do not hand over keys, fobs, gate remotes or permanent codes when escorted or time-limited access will meet the need.
☐ ☐ ☐	Keep unrelated outbuildings, garages, offices and private rooms secured; access to one job does not require access to the whole property.
☐ ☐ ☐	If the worker needs to return later, agree the date/time and access arrangement rather than leaving a permanent key/code "just in case".
☐ ☐ ☐	At completion, recover temporary keys/fobs, revoke temporary digital access, close gates/doors and check that alarms/CCTV affected by the work are operating.
☐ ☐ ☐	If a caller applies pressure for urgent unplanned work, asks for immediate cash or will not allow identity/company checks, do not provide access or payment at the door.



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Before Leaving the Property Unoccupied

Use for holidays, work rotations, hospital stays or any period when normal occupancy patterns change.

☐ ☐ ☐	Check the home-insurance policy for any unoccupancy notification, inspection, heating or security conditions that apply to the expected length of absence.
☐ ☐ ☐	Cancel, hold or redirect parcels and regular deliveries that could accumulate or show that nobody is home.
☐ ☐ ☐	Arrange a trusted keyholder or agreed property check if appropriate; give them only the keys/information needed and a clear way to contact you.
☐ ☐ ☐	Lock house, garage, sheds and outbuildings; remove keys from vehicles/machinery and secure trailers, bikes, tools and portable valuables.
☐ ☐ ☐	Set alarms, cameras and useful lighting; confirm remote systems actually report before leaving rather than discovering a fault while away.
☐ ☐ ☐	Do not hide a spare key in an obvious external location or leave gate/door instructions where a delivery driver or passer-by can see them.
☐ ☐ ☐	Heating-oil/fuel storage, external taps/water, power-cut arrangements and winter frost protection have been considered separately from burglary security.
☐ ☐ ☐	Avoid public social-media posts that clearly identify the property as empty; delay public holiday/travel posts if necessary.
☐ ☐ ☐	Provide the trusted keyholder with emergency contact information and the property location/what3words reference without giving them unnecessary personal or financial information.



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Unexpected Caller, Return Home & Concern Record

Use when something feels wrong - do not let politeness override verification.

UNEXPECTED CALLER / RETURN-HOME ACTIONS

☐	☐	If an unexpected caller claims to be from a company, keep the door/gate secure while you verify their identity using the organisation's independently obtained contact details.
☐	☐	Do not call a verification number printed only on the caller's ID card if you are uncertain; find the organisation's genuine number yourself.
☐	☐	If you return to signs of forced entry, an open door/window, an unfamiliar vehicle or an alarm you cannot explain, do not walk through the property to investigate.
☐	☐	If a crime is happening now, you feel threatened, or an intruder may still be present, move to safety and call 999. Use police online/101 for non-emergency matters.
☐	☐	Preserve CCTV and photographs in original form and note the last known normal time, unusual vehicle details, delivery records or contractor visits that may help establish a timeline.

CONCERN / VISITOR RECORD

Date/time	Caller / vehicle / company	Reason / behaviour	Action / reference

Guidance basis

Built with reference to current Police.uk advice on doorstep/courier fraud and stolen deliveries, plus English police doorstep-crime guidance. Insurance unoccupancy conditions vary by policy - check the actual policy rather than relying on a generic number of days. Checked September 2026.

Action Register

Deliveries & Unoccupied Property Plan

SECURITY INFORMATION: store completed copies securely and restrict access to people who need it.

Ref	Action required	Owner	Due	Closed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Use the Action column in the checklist for anything that needs correction, then record the detail here.