



City of Roseville  
Police Department

# 911 Public Safety Newsletter

March 2018

## Your landscaping can help deter criminals



It's March and time for spring planting. Even if you have a home security

system, your landscape can help thwart crime even before a criminal can get to your house. So before you rush out and get plants this season, consider the following.

- **Increase the visibility of your home by trimming all bushes and hedges to 3 feet or shorter.** Tall plants and shrubs are a great place for criminals to hide. Lower shrubs not only increase visibility of your home, but also gives your neighbors

and pedestrian onlookers, a clear view of your home.

- **Plant low, thorny bushes beneath your windows.** Bougainvillea, roses or other prickly plants can deter break-ins. Ask your local nursery for plant suggestions.
- **Cover the ground near your windows with gravel.** The loud crunch of footsteps on gravel is enough of a deterrent for a burglar to search for another target.

## Secure that garage door

With warm weather and longer days comes yard work. Many residents keep their lawn equipment and other valuables inside their garage. It is not uncommon for residents to leave their garage door open while they are outside working. This may be convenient, but it is an open invitation to a burglar. Even if you are out front mowing, a criminal can quickly slip into your garage and enter your home. This can happen in a matter of five seconds or less. Here are a few additional tips to consider.

- Don't leave your opener in your car. If a thief breaks into your car and steals the remote, he has an easy way into your home.

- Secure the emergency release. If you are away from home or on a trip use a zip-tie to secure the emergency release.
- Make sure the garage door is closed. When leaving your home, don't just hit the remote and drive away. Stop to make sure the garage door closes and stays down.
- Check the garage door before going to bed. It is not uncommon for night shift officers to run across an open garage door.
- Close the garage door all the way down. A criminal can easily slip under a partially open door.



## False Alarms



### 3,200 false alarms a year, almost 9 per day

The Roseville Police Department responded to approximately 3,200 FALSE BURGLAR ALARMS in 2016. That's an average of 8.75 service calls every day of the year for a non-crime purpose. These alarms were activated by accident where there was no crime in progress.

Before police know that it's a false alarm, an officer has to investigate. When that happens, that officer is not available for other calls for service within the city.

When used properly, alarm systems do a great job to safeguard families and businesses. They protect you from intruders, protect your valuables, and provide peace of mind.

The Roseville Police Department encourages all residents and business owners to use security alarms. However, the effectiveness of having an alarm system requires some responsibility from the owner.

- Make sure everyone in your household or business has been properly trained on how to use the alarm system.
- Avoid placing indoor trees or plants near motion-detector sensors. Don't allow hanging decorations or helium balloons to be near motion-detector sensors.
- If you have indoor pets, know the weight limitations or other type of pet activity that might set off the alarm. You may confine your pet to an unmonitored area or purchase a system that is designed for your pet

to move about freely. Weight limitations apply.

- Heavy winds sometimes blow open unsecured garage entry doors and set off an alarm. Be sure to carefully secure and lock any such doors or windows that might blow open from a strong wind gust.
- Work closely with your alarm company to keep your emergency contact list updated.
- **If you do have a FALSE ALARM, report it immediately to your alarm monitoring company so they can cancel the request for police response before the police arrive.**

When an officer responds to a false alarm, he/she is unavailable for other calls. This reduces the quality of life in Roseville. If you have an security system, make sure to do your part by reducing the chance of your alarm going off by accident. Let's keep Roseville a great place to live and raise a family.



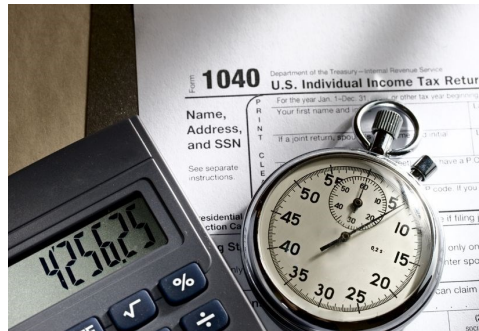


Yes, it's tax season and old and new tax scams are once again in the headlines.

In early February, the IRS noticed a trend of security breaches among tax professionals and told CPAs and other tax pros to make sure their client databases were locked down securely.

The compromised client info that did make it out has given rise to a fast-moving scam where criminals deposit fake refund checks into real accounts and then ask for the money back.

Two variants of this scam has so far emerged. In one, the criminals pretend to be debt collection agency officials working for the IRS and trying to collect a refund that was deposited in error.



In a second variation, people are getting robocalls that threaten arrest and a "blacklisting" of the taxpayer's Social Security number if they don't

return the erroneous refund. The IRS says instances of this evolving scam have skyrocketed from several hundred to several thousand in just days! Keep in mind that you may have to



close your bank account if you fall victim to this scam. Contact your financial institution for further details. And you also should contact your tax preparer immediately and let them know what's happened. Meanwhile, as a reminder the IRS has established protocols to follow if you ever have to return a refund for any reason:

For direct deposit

- Call your bank or credit union. Ask for the Automated Clearing House (ACH) department of the financial institution. Then instruct them to return the refund to the IRS.
- Call the IRS toll-free at 800-829-1040 (individual) or 800-829-4933 (business) with a reason about why the direct deposit is being returned.

For paper checks that haven't been cashed

- Void the endorsement section on the back of the check.
- Submit the check immediately to the appropriate IRS location. (In

California return checks to the IRS, 5045 East Butler Avenue, Fresno, CA 93727.)

- Don't staple, bend or paper clip the check.
- Include a note that reads, "Return of erroneous refund check because (brief explanation about why you're returning the refund check)."

For paper checks that have been cashed

- Write a check or money order for the full amount to be returned to the IRS and submit it to the appropriate location.
- Call the IRS at 800-829-1040 (individual) or 800-829-4933 (business) if you no longer have access to a copy of the check. Tell the IRS assistor that you need info to repay a cashed refund check.
- Write the following info on your check or money order: Payment of Erroneous Refund, the tax period for which the refund was issued and your taxpayer identification number (Social Security number, employer identification number or individual taxpayer identification number).
- Explain why the refund is being returned. Know that by law, you are responsible for interest that accrues on erroneous refunds.

For more information visit the IRS website at IRS.gov or call 1-800-829-1040.



<http://ksn.com/2018/02/19/irs-officials-warn-of-new-tax-scam/>

New deadline for Western Union Settlement requests (FTC)



Did you lose money to a scammer who had you pay using Western Union between January 1, 2004 and January 19, 2017? If so, you can ask for money back from the FTC's settlement with Western Union. And the deadline to file your claim was just extended to **May 31, 2018**.

Here's the deal. Western Union agreed to return \$586 million to people to settle the FTC's charges that Western Union hadn't adequately protected people from fraud, and didn't properly discipline problem agents. To get money back, find out what you need to do by May 31, 2018 at [FTC.gov/WU](http://FTC.gov/WU)

Sources: Western Union, www.IRS.gov, www.Forbes.com, Clark.com

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(916) 774-5000  
[www.roseville.ca.us/police](http://www.roseville.ca.us/police)  
  
**Call 9-1-1**  
**EMERGENCY**  
**IN PROGRESS**  
  
**Non-Emergency**  
(916) 774-5000 x 1

**Abandoned Vehicle**  
**Hotline**  
(916) 746-1022  
  
**Alarms/Alarm Permits**  
(916) 774-5093  
  
**Animal Control**  
(916) 774-5090

**Community Events & Neighborhood Watch**  
(916) 774-5050  
[PDCommunityServices@roseville.ca.us](mailto:PDCommunityServices@roseville.ca.us)  
  
**Graffiti Abatement**  
(916) 746-1021  
  
**Police News & Crime Alert**  
**Emails:**  
[www.roseville.ca.us/enotify](http://www.roseville.ca.us/enotify)

**RCONA**  
(Roseville Coalition Of Neighborhood Associations)  
[www.RCONA.org](http://www.RCONA.org)

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The "9-1-1" is published for City of Roseville's residents by the Community Relations Division of the Roseville Police Department. Please send comments or suggestions to: [pdcommunityservices@roseville.ca.us](mailto:pdcommunityservices@roseville.ca.us), (916) 774-5050.

