Prevention Guide
Theft at Home

#LALUXPrevention

A burglary is never harmless. Aside from material losses, it often leaves you feeling unsafe and violated in your privacy. However, with a few simple actions and the right equipment, it is possible to significantly reduce the risks. This guide helps you to understand the issues related to theft, to get into good habits and to know how to react in the event of an intrusion.

DON'T WORRY *be happy*

BEFORE A BURGLARY

- **Secure entry points:** a reinforced door with a multipoint lock, windows with anti-intrusion glass, solid shutters or bars on accessible openings, don't forget about secondary entry points (garage, cellar, balcony, etc)
- **Simulate occupancy:** timers for lighting, automated shutters or presence simulators
- **Use technology:** alarm systems, security cameras, smart lighting or motion sensors
- **Keep valuable objects hidden:** jewellery, watches or electronic devices should not visible from the outside, and high-value items should be put in a safe or bank safe deposit
- **Check your home insurance contract:** theft coverage should include damage to furniture and the building in the event of theft or attempted theft
- **Keep invoices, photos or certificates of authenticity for your precious items:** easier compensation claim in the event of an incident, use the "Police Luxembourg" mobile app for centralising these documents and sending them to the police quickly

DURING A BURGLARY

- **Do not enter the home:** in case there are signs of a break-in, wait for the police to arrive
- **Do not take any risks:** do not attempt to confront the intruders, look for a safe place and call the emergency services discretely (113)
- **If possible, observe without being seen:** make a note of any useful detail (nr. of people, clothes, direction of escape, etc)
- **Mobile app "Police Luxembourg"**: request help directly, "Chat" function, send text messages to 113

AFTER A BURGLARY

- **Report it:** make a theft report with a police officer on the spot, or through the "e-commissariat de la police" (MyGuichet), your insurer will ask you a copy of the report
- **Contact your LALUX agent:** report the incident as soon as possible, your agent will help you with the steps to follow
- **Remember to block transactions:** for stolen payment methods or sensitive personal documents, contact your bank as well as the relevant organisations to avoid any fraudulent use, block your lost or stolen bank cards directly through their mobile app
- **Repair any access points that were forced open:** take photos of the damages and contact an approved service provider for a quick and reliable repair.

COMMON ERRORS TO AVOID

- **Leaving a key under the mat:** this is the first hiding place a burglar checks
- **Forgetting to lock up your house before leaving:** take care to lock the doors and windows to your home
- **Not putting away your push-bikes and e-bikes:** use safety locks or fix them to an anchor point, especially in cellars and communal garages
- **Publishing your holidays on Facebook or Instagram:** an empty house becomes an easy target
- **Not activating the alarm:** an inactive system will not deter anyone

DO YOU KNOW THE #SECHERVAKANZ SERVICE?

Travel with peace of mind. With the Police Grand-Ducale's free surveillance service, your home will be included in the preventative patrols, during daytime and night.

Also consider telling a trusted neighbour!

Find out more in our Theft Guide on the LALUX Blog.