

MAY 2005

Housing problem
Dodgy deals and
other tricks...
we give estate
agents a slating

KEY ISSUE

Estate agents **p10**

Grains of truth
Why too much
salt is bad for you

Salt **p24**

Hair

EXPOSED

05 INSIDE STORY

- We help one reader win a £10,000 insurance premium rebate
- EasyCar court victory spells bad news for consumers booking car hire

10 ESTATE AGENTS

They lie and cheat to win your business, then act in their own interests. We explain why our campaign to get this industry properly regulated is more urgent than ever

16 HOLIDAY CLUBS

Timeshare may have cleaned up its act, but holiday clubs have entered the fray with promises of bargain breaks for life that are too good to be true

YOUR LIFE

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Where best to put your money to make it grow, plus tips on finding an independent financial adviser

24 SALT

Do yourself a favour and cut down on salt – it's a habit that can easily be broken

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If there's one time you really should be honest about poor health, it's when you retire – it could boost your pension

28 NEW CARS REVIEWED

We ask 50 owners to tell us what they think of five cars, including the exciting Mini Convertible, after a few months on the road

OUR PROMISE

Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies, and everything we test is paid for at full price. Since 1957, we have informed, influenced and campaigned for all consumers in the UK.

**'Estate agents shouldn't be able to
get away with lying and
cheating like this'**

Joan Bolton, victim of a rogue estate agent

WIN

We've got five 30GB iPod Photo MP3 players to give away in our Best Buy competition

Just answer a simple question from this month's report and you could win a 30GB iPod Photo MP3 player. Turn to p56 for more details and full competition rules.



COVER PHOTOGRAPHY ALAMY



BEST
ON
TEST

Heads above the rest
Philips gets three Best Buys in our tests

BEST
ON
TEST

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Samsung SGH-Z107 – our first Best Buy 3G phone

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TESTING, TESTING

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Our first Best Buy 3G mobile, plus ordinary mobiles on test

44 HANDS-FREE KITS

We've put five Bluetooth and three in-car kits through their paces

46 HAIR REMOVERS

Get ready for summer, ladies, with our Best Buy ladyshavers and epilators. We've even tested products to keep your bikini line trim

48 MP3 PLAYERS

Apple is running the show with its iPod range but there are other portable music players in our Best Buy line-up, too

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Conventional widescreen tellies still offer better picture quality than flat-screen LCD TVs – and their prices are dropping

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The best glues for dealing with everyday household mishaps

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Six new Freeview boxes on test – but none is a Best Buy

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Best Buy table-top and hand-held models

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