

## line-up



**Nick Kirby** researched current accounts, p31. He says: 'Don't put up with low interest and high charges – switch banks.'



**Alison Eastwood** researched dishwashers, p48. She says: 'Standards have improved hugely, so our Best Buys really are the pick of the crop.'

**Editorial** Jaclyn Clarabut, Malcolm Coles, Jon Dunning, Kirsten Edwards, Liz Edwards, Elizabeth Eyre, Shauna Massey, Simon Spruce, Abigail Waraker, Barbara White, Kim Winter

**Production** Bev Jordan, Joanna Bregosz

**Design** Ian Bartholomew, Neil Darby, Sofia Henry, Mark Massey, Suzanne Taylor, Sam Williams

**Which? Research** Donna Baker, Jon Barrow, James Beardon, Elizabeth Bowden, Michael Briggs, Matthew Brown, Chris Christoforou, Alastair Colman, Jenni Conti (Head of Services), Jenny Durling, David Evans, Alison Eastwood, Ian Ferrell, Rebecca Fearnley, Rosie Fletcher, Jon Forfar, Lal Forfar, Teresa Fritz, Lisa Galliers, Melanie Green, Edward Hare, Camilla Hassan, Dave Holes, Anthony Hume, Julie Hunter, Simone Johnson, Julie Lennard, Nick Kirby, Jo Langenhan, Ayesha Lawrence, Liam McCormack (Head of Research), George Marshall-Thornhill, Chris Matthews, Sandie Mattioli, Mike Naylor, Andrew Neeson, Naomi Newman, Robert Nicholls, Oliver Pawley, David Pawsey, Lizzy Payne, Victoria Pearson, Ashley Sharpe (Head of Money), Kate Shipp, Cassie Smith, Paul Smith (Head of Products), Ceri Stanaway, James Tallack, Pete Tynan, Fiona Vanier, Alison Watson, Guy Widdowson, Richard Wilkinson, Andy Woodward, Tim Young

**Council of Management** Brian Yates (Chairman); John Rimington CB and Tanya Heasman (Deputy Chairmen); Anthony Burton OBE, Neville Duncan, Margaret Ginman, Amanda Iremonger, Aamir Khan, Sue Leggate, Elizabeth Llewellyn-Smith CB, Natalie Macdonald, Martin Morton, Robert Pickard, Roger Pittock, Gary Waller, James Woodward-Nutt, Professor Steve Woolgar and Christopher Zealley

**Chief Executive** Peter Vicary-Smith

© Which? Ltd 2005  
Material published in Which? may not be reproduced, stored in a retrieval system, or transmitted in any form, without the prior permission of Malcolm Coles, Editor. Which? may not be used for advertising, sales promotion or publicity.  
UK ISSN 0043-4841  
Printing St Ives (Peterborough) Ltd

## EDITORIAL



### Just the ticket

I hate people who park illegally – selfishly getting in everyone's way, just so they don't have to walk a couple of hundred yards.

But those responsible for enforcing parking rules don't do themselves any favours (see our report on p10). Take the area of London where I live. One road has Hackney Council's ticket machines on one side and Islington's on the other. A fine awaits anyone who mistakenly crosses the road to get a ticket.

And then there's my recent fine for my new car. Hackney asks you to apply for a resident's parking permit by post, which takes two weeks. I needed the vehicle registration document – which obviously I didn't get until I got the car. So while I waited for the permit to arrive, I was ticketed (my explanatory note in the windscreen cut no mustard).

Possibly fair enough. But the fine rose from £50 to £100 if I didn't pay within 14 days. I could appeal, but not until after 28 days, by which time I'd have to pay double. Paying the £50, as I did, meant I waived my right to appeal. What a con.

*Malcolm*

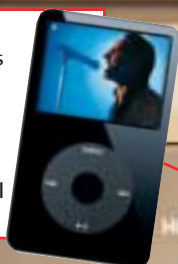
Malcolm Coles, Editor

## IN THE WASH

### Hot news and lukewarm responses

#### VIDEO IPODS

A new iPod plays videos – but UK users can't download TV shows legitimately until 'the near future'



#### DIGITAL RADIO

The Advertising Standards Authority has banned ads claiming that digital radio is crystal clear. We agree – our tests show quality isn't necessarily better than good FM



#### SHOPPING CENTRES

We make 61 trips to them a year on average, says a survey by Land Securities

#### WHO ATE THE PIES?

Pie sales have gone up for the first time in 30 years – Tesco reports a 26 per cent increase



#### TRAVEL PROTECTION

The government has thrown out plans for a £1 ticket levy to protect victims of airlines that go bust



#### BUDGETING

Consumers think they spend an average of £418 a month on plastic cards, says an Egg survey (the real figure is £775)

**Members' helpline** 01992 822 800  
0845 307 4000

**Post** PO Box 44, Hertford X, SG14 1SH  
**Email** which@which.co.uk