



Your letters

Your say

To have your say on any article in *Which?*, email letters@which.co.uk or write to **Letters, PO Box 44, Hertford X, SG14 1SH**. Your letter may be published and we reserve the right to edit it.

Your comments on articles that you've read in *Which?*

Compost news

March 08, p78

Your greener gardening feature said that meat and cheese can't be composted. By conventional methods this is true, but it is possible to compost these foods using bacterial fermentation.

We've started using the Bokashi composting system and shove all our waste food into it – giving us liquid fertiliser and solid compost.

STEVE HOPKINS, ECCLES

WHICH? SAYS The Which? family has used Bokashi bins (see Feb, p33) and *Gardening Which?* looks forward to reporting on a test of these next year.

Fairtrade flaws

March 08, p28

Well done on covering the sensitive issue of Fairtrade products. In my view, these benefit neither consumers nor producers.

The Fairtrade website lists all the complex rules that producers have to comply with – they don't represent good business practice.

Consumers shouldn't be discouraged from buying non-Fairtrade products, as these also provide employment for people in developing countries.

ARTHUR MARRIS, LIVINGSTON

Insulation proven

February 08, p62

I was always sceptical when reading about savings to be made by changing insulation and gas boilers, but have been pleasantly surprised by the results.

After joining the government's Staywarm scheme, my energy supplier Eon advised me to install cavity wall and loft insulation, which it did free, and I agreed to a new gas condensing combi boiler. My gas and electricity now costs £861



Chris is pleased with the savings made by improving his insulation

a year – £236 less than last year.

Also, using information from *Which?*, and learning about grants, I had the Worcester Bosch boiler supplied and installed for £1,225 against a British Gas price of about £2,500. I will soon have recovered the cost of it.

I will, in future, believe what I read in *Which?* more fully.

CHRIS PARKER, BIRMINGHAM

Wine additives

February 08, p9

Thanks for your news item about additives in wine. I am lactose intolerant and, although I know lactose is found only in milk, milk itself is used in some surprising foods and I have to be careful.

I had no idea until I read this article that milk products are used in some wines and this could explain stomach problems I've had after drinking wine.

I look forward to yet another lot of labels I have to read!

MARY JONES, DEVON

WHICH? SAYS Glad we could help. This could indeed be the cause of your stomach problems, so be sure to consult your doctor.

Digital pictures

February 08, p78

Regarding your reader's question about scanning slides to be stored on a PC, I tried this some time ago and, although it worked, it was tedious to scan a lot of slides.

Instead, I set up a slide projector and took photographs of the projection on the screen with a digital camera. I recorded around 1,500 slides over a couple of nights, which would have taken me weeks to scan.

The images were then downloaded on to my PC with a minimal loss of quality, so it's definitely worth a try.

DOUGLAS VALLANCE, GREENOCK

WHICH? SAYS We had several letters recommending this – let us know about the results.

Card theft refund

January 08, p5

This is a very grateful thank you for raising the issue of shoulder surfers who spy on cashpoint users and steal card details.

Alliance & Leicester has just reimbursed £240 taken from my son's bank account by a shoulder surfer in September 2007.

We are delighted, as our request was previously refused on the grounds that the thief was able to establish a link between card and Pin easily. When we wrote again after reading your article, we quoted clause 12.12 of the Banking Code about the burden of proof being the bank's responsibility, and received a speedy and positive response.

I hope others will be encouraged to do the same.

PETER COLEMAN, LONDON



We helped Peter's son claim

CORRECTIONS & CLARIFICATIONS

Digital cameras, Mar 08, p58

Several cameras tested showed incorrect scores – on the whole, actual scores are a little higher. A table with the correct scores is shown in this month's 'First look', p11.

Patient choice, Feb 08, p26

There are some minor injuries units in Northern Ireland.

Dishwashers, Mar 08, p72

The AEG-Electrolux Favorit F86070VI

(18) scored four stars for energy use on the energy-save program, not one star.

Tyres, Mar 08, p50

The Traya T400 (17) was the worst of the 175/65 R14T tyres we tested for gripping in dry conditions and braking in wet conditions.

Buying cars online, Mar 08, p12

A three-year warranty for new cars sold in the UK is the norm but not mandatory, as we stated.