



Your letters

Your say

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

Care home choice

April 08, p34

In your report on funding long-term care, you mention care in homes chosen, and paid for, by the NHS.

My mother has just been assessed by an NHS panel for such a place after a stroke. We were told to find three or four homes that we liked and were likely to have vacancies.

After we found a good home, staff there contacted the hospital and submitted a care plan for my mother to the NHS panel. This was accepted, and the NHS will pay full costs.

We were fortunate, however. My mother's consultant told us that he was continually surprised by the decisions the panel made – and that getting a home you might like depended on how much money was available at the time.

My advice would be to choose a home as soon as possible.

PAUL DANDO, ANGLESEY

Home selling packs

April 08, p20

Home information packs (Hips) have proved to be a total waste of time, as most reasonable people thought they would be.

Having read your investigation into Hips, it reminded me that we should adopt the system used in some US states. They require full disclosure when selling a house – not 'buyer beware' as it is here, which merely encourages sellers to see what they can get away with.

In these states, if sellers know something is not quite right they declare it at the time of sale.

Buyers can accept houses as they are, insist that faults are repaired or negotiate reductions to reflect the costs of correcting faults.

If, in the first year following a sale, something goes wrong in the house, it's common for the seller to cover the cost of repairs.

Under the terms of contracts, these sellers will take out an insurance policy to cover any costs of repairs or replacements.

As far as I can see, the system works well and I would very much like to see it introduced here.

GEORGE COPELAND, BUCKS

Underpants models

April 08, p5

On the question of whether M&S underpants offer support – it may be the wearer, not the garment.

May I suggest a test of TV presenters – ranging from a youthful, athletic enthusiast from, say, *Blue Peter*, to a middle-aged interviewer from, say, *Newsnight*.

Include a tightly controlled, left-wing firebrand and a loose-hanging, right-wing libertarian. And you might want to consider the effect of secondary support, be it Primark jeans or Savile Row suit. You'd also need to take lifestyle into account.

There are plenty of other variables, though some will be private; but I think we ought to see 'with' and 'without' support pictures.

GERRY WATSON, PETERBOROUGH

Returning goods

April 08, p12

Your report on online shopping states that if a website doesn't



Herb says that free credit checks might cost you, due to phone calls

say whether the retailer or customer pays to return goods, the seller must pay.

It should be noted that, in the case of faulty goods, the retailer should always pay for postage.

SAM WARDILL, LONDON

Fresh bananas

March 08, p63

Your test on fridges advised us not to put bananas in the fridge, as they will turn black, but here's a tip for those who shop once a week and like to have a fresh banana each day.

Take a single page of newspaper, fold it into two, and wrap one ripe banana in it – it will work only with ripe bananas. Put this parcel in the fridge. After a week, the skin may be a little discoloured, but

inside it will still be perfect for eating.

RODERIC WALKINGTON, SOLIHULL

Free credit report

March 08, p34

Thank you for the helpful information in your privacy report about checking one's credit rating.

In lieu of the statutory credit reports that cost £2, the companies you mentioned offer 30-day free trials that include a report.

In the case of Equifax, be warned that it can be fiddly to find out how to cancel the trial online. It needs to be done by telephone, and the call may require several minutes to an 0870 number, so the report is nearly – but not quite – free.

HERB BLUMBERG, LONDON



Roderic offers a useful tip for keeping bananas in the fridge

CORRECTIONS & CLARIFICATIONS

Blenders, smoothies and juicers, April 08, p42

One juicer (33) has an incorrect name and price listed. We tested the £50 Tesco WFJ07, not the £15 Tesco J07.

Home information packs, April 08, p20

Our research took place in Feb 2008. And on the front cover we meant to say 'information' not 'improvement' packs.

Honda handbrakes, April 08, p5

We incorrectly pictured the Honda Civic Hybrid – which is unaffected by the handbrake problem. Honda has

contacted only owners of 3- and 5-door Civic hatchbacks.

Privacy, March 08, p34

Virgin Mobile has told us that it operates one customer centre outside the EU, in South Africa, and that the Information Commissioner's Office has confirmed that Virgin Mobile has taken appropriate measures to ensure that any personal data transferred overseas is afforded the same level of protection as it would have under the Data Protection Act 1998.