

Help wanted

We need you. Help us to help you and all consumers by sharing your experiences, questions and concerns

Estate agent contracts

Have you experienced problems with estate agent contracts? If you've felt forced to pay fees due to 'ready, willing and able', 'sole selling rights' or 'sole agency' clauses – or had trouble with other contract terms – get in touch. **MARK MCLAREN**



Comparison websites

Have you used comparison websites to find a good insurance deal or other financial product? Were they useful and did you save money? We'd like to hear your experiences, good or bad. **CATHY NEAL**

Overpaid tax

Have you ever had to pay too much tax? Did you get a refund? Let us

know about your dealings with HM Revenue & Customs. **IAN ROBINSON**

Laser eye surgery

Have you had laser eye surgery? Were you given good information about it beforehand? How did it go and did you have problems? If you're considering treatment, do you have any questions? **JOANNA PEARL**

Buying carpets

Have you encountered problems when buying a carpet or having it fitted? Were you dissatisfied with the quality of the carpet, underlay or fitting? How did you resolve this? **CHARLIE ALLEN**

Gas and electricity

Energy prices are on the rise so it's more important than ever to get value for money from your supplier. Is your supplier's customer service up to scratch? Have you had any



problems and were they resolved to your satisfaction? Are you looking to switch because of poor service? **JAMES TALLACK**



Recycling questions

Do you have questions about recycling labels? Are you confused about what can and can't be recycled? We'd also like to hear about recycling collections in your area. Does the system work? Are you happy that your council collects everything it could? **BOB TOLLIDAY**

Online shopping

Have you shopped online? Was it cheaper or more convenient than the high street? Did you have issues with delivery or trying to return goods? **SARAH DENNIS**

Your story

To respond to any help wanted, email helpwanted@which.co.uk and include the title and researcher's name in the subject box. Or write to **Help Wanted, PO Box 44, Hertford X SG14 1SH**, with the same details. Please include your name, day and evening phone numbers, email address if you have one and membership number if you're a member. You should be willing to appear in the magazine, with a photo.

We greatly appreciate your replies and read every one, but we regret that we cannot respond personally to all of them.

Go to www.which.co.uk/helpwanted to view our complete help wanted list.

Hospital canteen food

Do you regularly eat hospital canteen food? Perhaps you work in a hospital, or spend a lot of time in hospitals for yourself or with a loved one. Please contact us with your thoughts on the type and quality of food that is available. **SHEFALEE LOTH**

Tipping in restaurants

We want to hear about your views on tipping and service charges in the UK. Are you happy with how the system works? **BOB TOLLIDAY**

PHOTOGRAPHY: ALAMY

Next month in Which?

Mobility aids

How some firms take advantage of older and disabled people

Ethical spending

Can you save and spend with a clean conscience?

Income protection

How would you pay your bills if you were too ill to work?

Burglar alarms

The price of keeping your home protected from burglars

Bottled water

Is tap water better? We get our taste buds going

Insurance survey

We reveal the companies that our members love to deal with

On test

Micro hi-fis

Small space for a big noise – we test the latest micro hi-fis

Irons and ironing boards

Choose the right board for you

Mattresses

Best Buy pocket-sprung mattresses to help you sleep

New cars on test

Our verdict on new models

Plus

✓ Headphones ✓ Microwaves
✓ Tampons ✓ Recording from TV

Out on
24
July

