

Our experts tell you how to save money and how to spend it

Sun

consumer crew



**MEL HUNTER**  
Readers' champion  
fighting for your rights

## Hol voucher no use to us

**Q** OUR holiday with another couple was cut short by six nights in March 2020 due to Covid. Tui sent a voucher for £4,600 which we need to use by October.

My husband has leukaemia and doesn't know if he can travel again – certainly not by October. Tui also says we have to travel with that other couple, which seems unfair. We want a refund instead.

**IRÈNE**, Bury St Edmunds, Suffolk

**A** It is normal practice for a voucher to be issued in the event of a holiday being cut short.

But I hoped Tui might be a bit more flexible here, allowing the voucher to be separated between you and your friends, for example, so the whole amount wouldn't go to waste.

I am pleased to say the travel company went one better and issued a refund instead, recognising that it would be difficult for your husband to travel, even though vouchers have now been extended.

A Tui spokesperson said: "We're really sorry to hear Irene and her husband had to cut their holiday short last year (and) that her husband is unwell."

"We can confirm the holiday vouchers that were issued for customers with curtailed holidays last year have been extended for 12 months, due to the ongoing uncertainty around travel."

"That's said, as we understand they won't be able to plan any future travel at the moment, we have issued a full refund."



The Sun's  
legal expert

## Judge RINDER

**'I ended the right for next door to use my septic tank, but new neighbour came and reconnected the drainage'**

**FAULT... machine**



**Q** WE bought a washing machine in November through Curry's eBay shop but the machine broke down in February.

An engineer confirmed the appliance could not be repaired and gave us a number to have it taken away.

**A** You were given the right runaround here. Curry's put you through a spin cycle of stress, leaving you hung out to dry.

The machine was deemed unfit for use.



**JANE HAMILTON**  
Property expert with the best advice for your home

## It's the green house effect

**CLIMATE** change is back in the news as the world marked Earth Day on Thursday. But how can you make your home greener all year round?

Angela Terry, right, from the climate change advice website onethome.org.uk, shares her tips to save the environment – and some cash.

**INSULATE YOUR LOFT:** Up to a quarter of the heat in your home can escape through the roof. Topping up loft insulation to a 27cm depth can save around £250 a year in bills.

**DRAUGHT PROOF:** Escaping heat costs money and adds to your carbon footprint. Use foam strips around doors, draught excluder brushes and a simple chimney balloon which inflates and sits in your chimney, protecting against bursts of cold air.

**CHECK THE BOILER:** If your boiler is getting on, a new, efficient model could save you £30 a year.

**GREEN TARIFF:** Check you are on the cheapest tariff possible for 100 per cent clean energy. Some suppliers will even pay you if you use electricity when there is too much wind and solar power on the grid.

**WATER FREEBIES:** Many suppliers will offer free water-saving gadgets, such as shower valves or cistern bags. See [savewatermoney.co.uk](http://savewatermoney.co.uk).

**IMPROVE YOUR EPC:** Every home for sale in the UK has an energy performance certificate (EPC) that shows how energy-efficient your property is. You are given a rating from A, the highest, to G, the lowest. Installing good insulation, double glazing and low-energy lighting will increase the EPC rating, adding to the value of your home.

BUY of the WEEK



## Car blimey

**Q** LAST September we parked in a car park in town. My husband queued 20 minutes for the ticket machine and couldn't get it to work, so we went elsewhere. A few weeks later we got a £60 fine for parking without paying. Our appeal was rejected as they said the machine was working and we could have paid via our mobile. The fine has now been increased to £100. What can we do?

**LYNNE**, Milton Keynes

**A** You were perfectly entitled to use either of the payment options. It was up to the car park to ensure its facilities were operating and you could make payment within a reasonable time. Take this to the parking appeal tribunal service. There should be information about this on the back of your payment reminder letter or you can find out how to do this online. It is straightforward and there are no legal costs.

**Q** I LIVE in a semi-detached cottage and 40 years ago I arranged for my uncle living next door to have access to the septic tank on my property. When he died 20 years ago the property passed on to his niece and I allowed that use to continue.

Throughout that period I covered all the expenses for emptying and maintenance. She has now sold the property. Prior to sale I advised that the connection to the septic tank would cease. The drainage system was disconnected and the estate agent advertised the property as such.

The new owner has now trespassed on my property and reconnected the drainage. I am in my mid-eighties and I cannot afford the legal challenge but would like to know what my rights are. Can I now take steps to again disconnect the tank?

**RICHARD**, Pembrokehire

**A** Your new neighbour's property was clearly advertised on the basis that use of the septic tank was not included. Unless your late uncle's niece made some other representation to this neighbour (which I doubt), he is unlikely to have any legal right to use the tank now. It seems to me your neighbour is either ignorant or would not