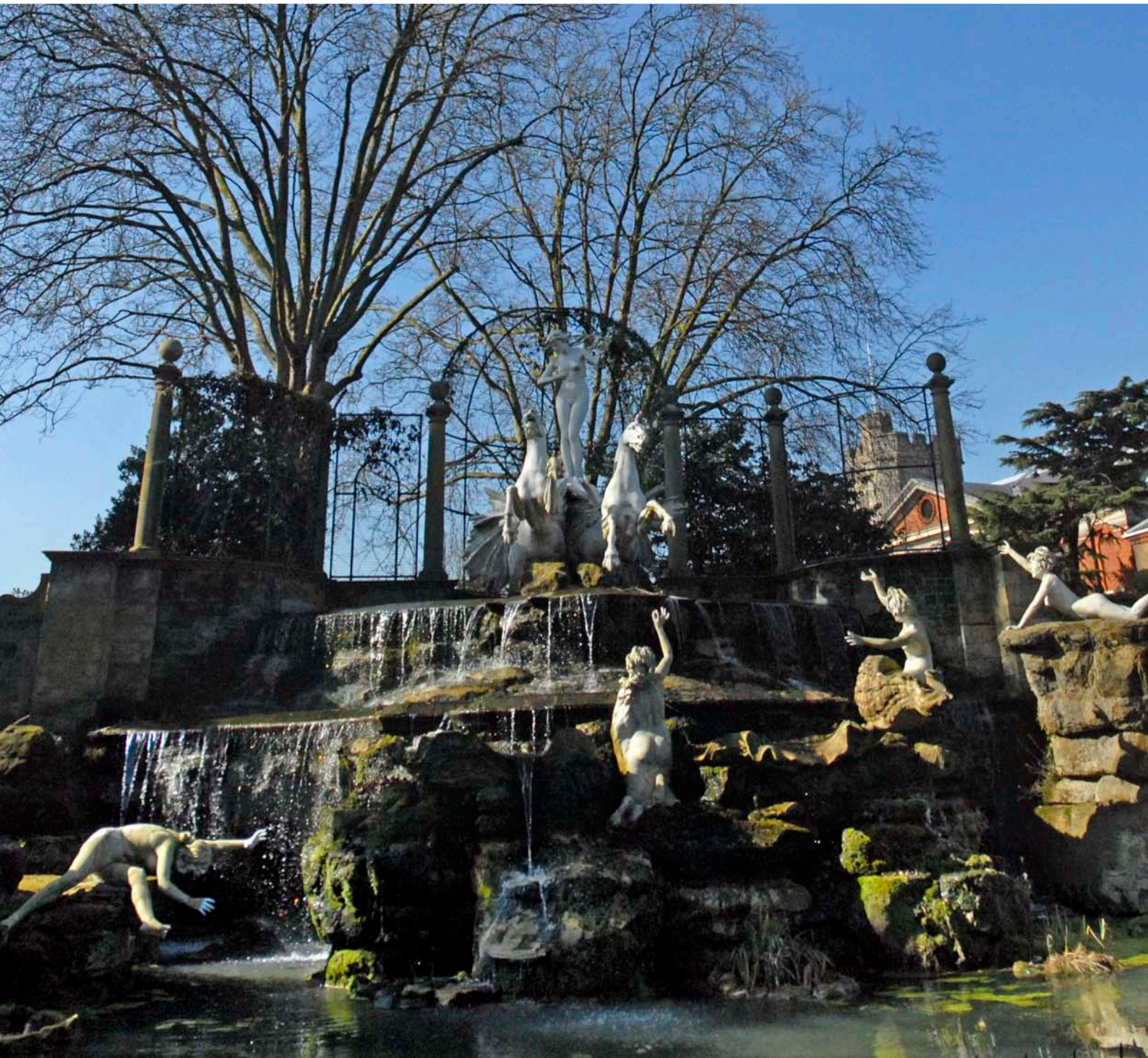


BOROUGH STANDARD

BUSINESS NEWS FROM L B RICHMOND TRADING STANDARDS
MARCH 2010



INSIDE *Illegal Money
Approved Trader Schemes
Is it a Legal Claim?
Olympic News
Energy Matters
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Age Restricted Sales*

 LONDON BOROUGH OF
RICHMOND UPON THAMES

Introduction and Welcome

Dear Richmond Trader,

Welcome to the spring 2010 edition of the Borough Standard, the Trading Standards newsletter written specifically for traders in the London Borough of Richmond upon Thames.

In this edition among the articles offered are pieces on approved trader schemes, packaging, e-commerce, Energy Performance Certificates (EPC) and use of trade association logos. Certainly not everything in the Borough Standard will be applicable to your business, but there will be something that is relevant to you.

We know that the current trading environment is particularly difficult, with consumers holding back on spending and the banks, despite attempts by government still, apparently, holding back on providing credit to small businesses. As always, and particularly in these times, we want to be as helpful as possible to you and your business and not add to the burdens. If you want further information about anything in the newsletter or indeed any aspect of consumer/trader law then feel free to contact our duty line and we will be delighted to assist you.

David Smith
Head of Trading Standards



David Smith, Head of Trading Standards

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ILLEGAL Money Lending

Illegal money lending is a crime which is on the increase in London. In order to combat this serious crime a dedicated enforcement team was set up by the London Trading Standards Association using funds provided by the Department for Business, Innovation and Skills (BIS).

The Illegal Money Lending Team (IML) started their operation in January 2008 primarily focusing around some of the central London Boroughs where the problems of illegal lending were perceived to be greatest. The team is now expanding their operation into south west London, including the London Borough of Richmond upon Thames. The experience of the team so far is that illegal lending is not just restricted to criminals touting their dubious service around social housing estates, making small value loans at exorbitant rates of interest. Some of the facts which have emerged are:

- 60% of victims are employed
- 50% are private tenants
- 20% are owner occupiers
- 60% are female
- 24% took an illegal loan for mortgage debt

- 30% took a loan for a business debt
- 100% of the victims have multiple debts
- The average illegal loan is for between £3500 and £5000

Small business owners may have taken on an illegal loan to keep their business running in the face of declining trade due to the recession and an unwillingness on the part of the traditional lenders to lend money to small businesses.

However there is good news if you have taken out an illegal loan. Firstly, the borrower has not committed an offence; it's the lender that will be in trouble. Secondly an unlicensed loan is not enforceable against the borrower, so there's a good possibility that it will not have to be paid back.

If you have fallen victim to an illegal money lender then you should contact the Illegal Money Lending Team for assistance. Not only will they deal with the money lender and thereby stop others being victims but they will also offer you the support you need to deal with your debt problems.

Call for free advice and support on **020 7364 6886** or email sharkbait@lotsa.org.uk

APPROVED TRADER SCHEMES

The vast majority of traders reading the Borough Standard are honest and reputable and will provide a good, quality service to their customers. However there will be a small minority, particularly in certain trades, which could loosely be called cowboys and which tarnish the reputation of all traders working in that field. This is particularly the case in the field of traders working in or around people's homes, such as small builders, plumbers, electricians, kitchen installers and so on.

So, your potential customers will be looking for ways of selecting traders which they know they can trust and they know will have a quick, reliable and fair complaints resolution scheme. More and more customers are looking towards engaging traders which are members of one of the "approved trader schemes".

There are two main schemes both supported by Trading Standards and by government.

The first is TrustMark. This is a national scheme run by scheme operators who are approved by government. It is the scheme operators who apply the criteria on traders who wish to join the scheme. They therefore apply checks on technical skill, trading practices, customer satisfaction and require the operation of a complaints procedure. Currently Exor Management Services, an approved scheme operator,

are recruiting traders across south west London onto the TrustMark scheme. There are other scheme operators including trade associations for particular trades. TrustMark advertise the scheme and provide a searchable website of TrustMark traders, which customers use to select a trader for the works they require in the area in which they live. Traders who wish to join the scheme can either contact Exor or any of the other approved scheme operators. All scheme operators are shown and are contactable through the TrustMark website www.trustmark.org.uk.

The other scheme is the "Local Authority Assured Trader Scheme Network" (LAATSN). This is actually a collection of individual schemes run by local authorities, all of which have minimum standards applied to traders which join. Richmond Council does not have its own scheme, although our neighbouring authority, Surrey, supports the Buy With Confidence scheme which is part of the LAATSN. Local traders may wish to consider joining this scheme. For more information about Buy with Confidence contact Surrey Trading Standards on **01372 371737**.

To ensure you do not lose out, and to separate you from the cowboy element of your trade, you should consider joining an approved trader scheme. The costs are probably less than you think and the benefits are potentially very large.

Is it a **legal claim?**

Trading Standards often receive complaints about traders falsely claiming membership of, or approval from, organisations or about the display of a logo of a particular organisation when they are not entitled to do so. Sometimes this misuse is accidental, but more often than not it is a deliberate attempt to deceive. Such misuse is an attempt to gain a commercial advantage for the business as potential customers assume that certain benefits exist as a result of this supposed authorisation, such as the approval of a standard of service, training and competency of employees, compliance with rules and codes of conduct, and existence of complaints or arbitration procedures.

We have received complaints about the misuse of logos or approval claims across a wide range of sectors, including those used by the building industry, professional bodies, tourism and catering industries, motoring organisations, the financial services industry and also public bodies such as Richmond Council.

Most organisations use some kind of logo whether it be on stationery, advertisements, premises, brochures, leaflets and directories. However, if a trader uses a logo or makes a false statement about membership or approval when they are not authorised to they would be breaching the Consumer Protection from Unfair Trading Regulations 2008 - these replaced similar provisions under the Trade Descriptions Act 1968, which you may be more familiar with. You need to be aware that a false statement doesn't necessarily have to be in writing in order to breach the law, verbal statements are also caught.

The Consumer Protection from Unfair Trading Regulations 2008 specifically ban the following three practices:

- a trader from displaying any form of trust mark, quality mark or equivalent if they are not authorised to do so.
- a trader from making a claim that they or their service has been approved, authorised or endorsed by a public or private body when it hasn't – which means that written claims which are untrue are also prohibited as well as the unauthorised use of logos.
- a trader from claiming to be a signatory to a code of conduct when they are not a member/signatory to that code.

There is also a general provision under the regulations which prohibits a trader from providing false or deceptive information which causes a consumer to enter into a contract which they would not otherwise have entered into. For example, where a consumer decided to contract with a particular trader because they saw the logo of a trade association, thereby thinking they would have additional protection should something go wrong.

Traders who do not comply with the legislation risk prosecution with the potential of a fine up to £5000 or imprisonment or both, or action could be taken under the Enterprise Act 2002 in the form of an injunction to stop them from acting in a way detrimental to consumers.

What precautions should I take?

- if you are in the process of applying for membership or approval of an organisation you are advised not to start using any logo or making any claims until you have express permission to do so.
- if you are claiming membership/approval of a particular organisation ensure that your membership is current and hasn't lapsed
- if an organisation notifies you that they are cancelling your authorisation/approval for any reason, eg as a result of a failure to meet standards or other requirements, don't ignore it – take some action!
- ensure that stationery, brochures and leaflets, advertisements in newspapers, directories and on TV are reviewed and updated regularly to reflect any changes in approvals or membership – make sure that any old material is either destroyed or amended.
- ensure that all employees are advised of changes to approvals or membership so that they don't inadvertently make false statements.
- remember, false statements can be made both in written/printed format and verbally.
- most importantly, don't make a statement unless it's true and accurate!

If you require further advice in relation to this issue or if you are concerned about the claims made by a trader that you have employed yourself, please contact us on **020 8487 5487**.

Olympic NEWS

As 2012 draws closer many organisations are gearing themselves up for the London Olympic games. However, as with the use of other logos and authorisations there are strict controls in place about who can use the official names, phrases, Trade Marks, logos and designs related to the 2012 games and the Olympic and Paralympic movements. These are collectively known as the 'Games' Marks' and are legally protected through Copyright protection, as registered Trade Marks and/or by specific 'Olympic' law. The London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) raises money from the private sector to organise and host the Games. It does this by selling sponsorship, official merchandise and tickets.

When the Games' Marks can and can't be used:

The unauthorised use of any of the Games' Marks is prohibited. This also applies to any other marks or logos that are confusingly similar to, or likely to be mistaken for them. For example, it is unlawful to use the Olympic symbol, the London 2012 logo or the 'London 2012' mark in the course of trade unless the London 2012 Organising Committee has given their written consent for a trader to do so.

This means that they cannot, for example, be used on goods, in business names, on business papers or in advertising.

It is also unlawful, whether through the use of the Games' Marks or otherwise, to falsely represent any association, affiliation, endorsement, sponsorship or similar relationship with London 2012, the British Olympic and/or Paralympic teams, or any other part of the Olympic and/or Paralympic Movements.

The Games' Marks can be used with the authorisation of the London 2012 Organising Committee. This authorisation will only be given to official sponsors, licensees and non-commercial partners. These official partners, sponsors, suppliers and licensees are only allowed to use the Games' Marks in accordance with the terms and conditions of their agreements with London 2012 or the International Olympic Committee.

There are very few instances when the Games' Marks can be used without such consent.



The words protected by the Olympic Symbol etc. (Protection) Act 1995 (OSPA) can however be used in editorial news pieces without the authorisation of the organising committee and journalists are, in certain circumstances, able to use the emblem to illustrate an editorial piece about the Games. This exception does not however apply to businesses which produce newsletters, client bulletins or other marketing material.

Another exception applies to businesses which have traded under an 'Olympic' name for many years (pre 1995). The exception allows them to continue to do this.

What will happen if somebody uses the Games' Marks without consent?

The London 2012 Organising Committee is obliged to protect the Games' Marks in order to raise the funds needed to host the 2012 Games. Unauthorised use of the Games' Marks is against the law, and action could be taken either by the London 2012 Organising Committee or Trading Standards.

This action could include the prosecution of those breaking the law, court orders for the seizure of unauthorised merchandise and the payment of compensation.

If you want to use the 'Games' Marks' you need to contact the London 2012 Organising Committee for advice. Telephone: **020 3201 2000** or visit www.london2012.com/brandprotection for further information

ENERGYMATTERS

Building Efficiency

Over the last few years there have been several measures introduced to attempt to tackle issues around climate change, including the reduction of carbon emissions from buildings. The following provides a brief overview of these measures and highlights the requirements that will affect your business if, for example, you have an air conditioning system installed, sell or rent out your premises or are in the business of selling or letting properties.

Buildings to which the Public have access

There are now requirements for public buildings, such as libraries and council buildings, prisons etc to show a 'Display Energy Certificate' detailing the energy efficiency of the building.

Air conditioning Systems

Any **commercial or domestic** building with an air conditioning system that has an effective rated output of more than 12kW needs a regular inspection by an Energy Assessor – which must be a no more than 5 years apart. The legislation requires the first inspection to be carried out as follows:

- for all systems first put into service on or after 1 January 2008, the first inspection must have taken place within 5 years of the date when it was first put into service
- for other air-conditioning systems, where the effective rated output is more than 250kW the first inspection must have happened by 4 January 2009
- for other air-conditioning systems, where the effective rated output is more than 12kW the first inspection must happen by 4 January 2011

Energy Performance Certificates

An Energy Performance Certificate (EPC) is required when any building is sold, rented out or constructed or has been subjected to certain refurbishments. An EPC forms part of a Home Information Pack (HIP) for domestic properties being marketed for sale, but the requirement isn't just restricted to domestic properties. Owners of all commercial buildings also have to provide an EPC when they sell or let such commercial premises.

EPCs give information about the energy efficiency of a building in a sliding scale from 'A' (very efficient) to 'G' (least efficient). Every EPC also has a recommendations report showing how the rating can be improved and make the property more attractive to tenants/buyers.

However, the following types of buildings do not need an EPC when they are built, rented or sold:

- places of worship
- temporary buildings that will be used for less than two years
- standalone buildings with total useful floor area of less than 50 metres squared that aren't used to provide living accommodation for a single household
- industrial sites, workshops and non-residential agricultural buildings that don't use a lot of energy

More detailed information about when an EPC is required and who is responsible for supplying it can be found at www.communities.gov.uk and www.direct.gov.uk

Turning greener pays off

Dozens of businesses in Richmond upon Thames have been saving themselves a packet and doing their bit for the environment at the same time.

Businesses who have been working with the council's Go Green Richmond upon Thames programme have benefited from a range of free services including environmental audits, specialist reviews and training and

seminars. The majority of businesses taking part have received accolades in a related awards scheme – with three companies winning Exceptional status for their outstanding green efforts.

The Go Green Richmond upon Thames business support programme was developed in response to public consultation where businesses requested environmental assessments to aid cost savings through energy and resource efficiency. Richmond Council rapidly responded in designing and setting up the business support and accreditation programme which has

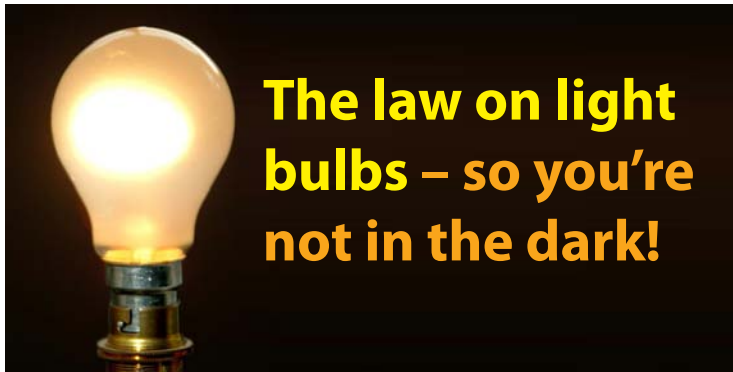
now been running since June 2008.

Businesses that have not already got involved with Go Green Richmond upon Thames are invited to take up the following free business support:

Audits

A range of environmental reviews are available from an initial environmental review of businesses general environmental impacts with simple best practice tips through to specialist audits and support in energy, waste, water and travel.

ENERGYMATTERS



In December 2008, the European Union passed the energy-using products Directive banning traditional-style filament light bulbs, the first stage of which came into effect on 1st September 2009. The requirements of the Directive are fairly complex and do include some exceptions but, it does mean that virtually all incandescent frosted bulbs were banned from September last year and clear bulbs which are not category C energy efficiency rating or better will be phased out over the next four years. Whilst the the Directive will phase out the manufacture and importation of inefficient bulbs, it is not illegal for retailers to sell or use up existing stocks of these types of bulbs – however the reality is that eventually these stocks will be exhausted.

Due to the fact that it is more difficult to replace clear bulbs with energy saving versions, the Directive provides for these not to be banned outright. Instead, a phasing out of the least efficient bulbs is scheduled as follows, although this effectively means that only the best types of halogen energy saver bulbs will be able to meet the new requirements.

The Table on the right summarises the main requirements relating to the manufacture of light bulbs, further information can be found at www.energysavingtrust.org.uk

Stage	Date	Main result
1	1/9/2009	Clear lamps equivalent to 100W incandescent lamps, or above, must be minimum C class. Non-clear (frosted / pearl) lamps must be minimum A-class. Introduction of functionality requirements on lamps.
2	1/9/2010	Phase-out of 75 W clear incandescent lamps. Introduction of information requirements.
3	1/9/2011	Phase-out of 60 W clear incandescent lamps.
4	1/9/2012	Phase out of all remaining clear incandescent lamps (i.e. 40W and 25W).
5	1/9/2013	Enhanced functionality requirements.
6	1/9/2016	Raising the minimum level to B class for clear retrofit lamps (i.e. phasing out C-class retrofit halogen lamps).

Awards

Businesses that improve their environmental performance are rewarded with accreditation status across three tiers – Merit, Advanced and Exceptional.

Events and training

Technical seminars and training courses have been provided to businesses to train staff in issues such as environmental management systems, energy efficiency, motivating staff and raising awareness, energy performance certificates, travel planning, waste management, surviving the economic downturn and environmental management in restaurants and in pubs.

Please see our enclosed merit award application form if you have already made progress with environmental issues or our pledge card for those just starting out.

For more information on Go Green Richmond upon Thames contact Liam Rock on 020 8891 7842 or visit www.richmond.gov.uk/gogreen

ENERGYMATTERS

Excess Packaging Costs Money

Most businesses in the borough use packaging of some description. This is not just those that package the goods themselves, but also those that add to the packaging by introducing yet another layer of packaging supposedly for the convenience of the customer. Even if you do neither of the above, we are all consumers and therefore all end up paying the associated costs.

As if this was not enough, the cost to the local authority of disposing of packaging is astronomically high and must be borne by the business rate payer and the council tax payer.

There is also a legal reason why packers should keep the amount of packaging to a minimum. The packaging (Essential Requirements) Regulations 2003 as amended in 2004, 2006 and 2009, which implement the EU directives on packaging and waste, cover the key issues of minimising the materials used and the end life environmental impact of packaging.

The following is an extract from the Business Innovation and Skills (BIS) guidance booklet on these complex regulations.

Summary of the Essential Requirements

Packaging volume and weight must be the minimum amount to maintain necessary levels of safety, hygiene and acceptance for the packed product and for the consumer, i.e. it should not be excessive

Packing must be designed and manufactured so as to permit reuse or recovery (recycling, incineration with energy recovery, biodegradation or composting) and to minimise its impact on the environment when it is disposed of. At least one form of recovery needs to be demonstrated. If reuse is claimed, then recovery must still be demonstrated.

Noxious or hazardous substances in packaging must be minimised to reduce end-of-life impacts from incineration emissions and ash and landfill leachate.

The content of certain heavy metals, lead, cadmium and hexavalent chromium must not exceed 100 parts per million. These do not apply for glass packaging made entirely from lead crystal glass.

There are also exemptions from the heavy metal limits for glass packaging made with recycled glass and for plastic crates and pallets. (see full guidance notes for further details).



So, put simply, packers must not use too much packaging, must use packaging which can be disposed of in a way which does not damage the environment and use packaging which does not contain dangerous chemicals. Anyone who puts packaging on the UK market, and this includes packers, fillers, brand owners and importers, must be able to show that their packaging is compliant with the regulations, by providing technical documentation as necessary. They must have a system of control appropriate for their business which covers all the regulatory requirements.

What Can I do?

As you will have seen from the above these regulations are important to us all. If you pack goods, fill packages or import goods in packages then these regulations are of direct relevance to you in that if you do not comply you could be liable to a fine of £5000 in a Magistrates Court or an unlimited fine in a Crown Court.

If you sell goods in packages you should be aware of the general requirements of the regulations and insist that your suppliers only supply you with packages which comply with the regulations. If you think packaging supplied to you does not comply you should contact our Duty Officer on 020 8487 5487 who will be able to give you advice.

As a consumer, if you come across examples of packaging which you believe do not comply with the regulations you should call Consumer Direct on 08454 04 05 06. They will refer the matter to the appropriate Trading Standards Service to deal with.

Where can I find further information?

Guidance can be found in 'Packaging Essential Requirements, Regulations – Government Guidance Notes' which can be downloaded from the Department for Business Innovation and Skills website www.bis.gov.uk.

Other sources of advice are :

Business Link www.businesslink.gov.uk
 Envirowise www.envirowise.gov.uk
 INCPEN www.incpen.org

Legislation **UPDATE**

Changes to Hallmarking Law to include the “new” precious metal Palladium

The existing law

The Hallmarking Act 1973 provides details on the law covering hallmarking, assaying and describing articles made of, or containing gold, silver or platinum. The act defines the marks that are stamped on an item when it has passed the Assay Office tests and requires that hallmarks must be ‘approved’. Due to changes in the law, the definition of approved hallmarks was extended to include some hallmarks which come from countries within the European Economic Areas (EEA Marks). It also makes it a requirement that all dealers that supply precious metal jewellery must display a notice explaining the approved hallmarks.

- It is an offence under the Hallmarking Act to describe unhallmarked articles as being made totally or partly of gold, silver or platinum or, supply or offer to supply an article that is made of gold, silver or platinum which has not been hallmarked.
- Articles do not have to be hallmarked if they weigh less than 1 gram for gold, 0.5 grams for platinum and 7.78 grams for silver. Articles are only exempt on weight as long as they are of the standard declared.
- You can describe articles as plated as long as this is an accurate description according to the quality of the precious metal plating used. Rolled gold is also allowed as long as this is an accurate description and not used for gold-plated goods.
- Because of the importance of hallmarks to customers, the act creates offences if articles with hallmarks on have unauthorised additions, alterations or repairs to them. Any person removing, altering or defacing a hallmark, unless they have the written permission of an Assay Office is also committing an offence. Section 5 of the Act gives details of the offences that may be committed for altering hallmarked articles, and you should familiarise yourself with these.

Safety Matters

When Trading Standards Officers carry out routine inspections we occasionally come across regulated goods on sale where it becomes clear that importers have failed to carry out the required safety checks.

Common examples are Halloween and Christmas goods along with toys and small electrical appliances where importers have relied solely on test certificates provided by their suppliers located usually in the far east. Often the subject of such test reports are pre-production samples or

- it is an offence to counterfeit hallmarks. This is considered to be a very serious offence and attracts penalties of up to 10 years in prison

So what’s changed?

From the 1st January 2010 a new compulsory UK hallmark was introduced for Palladium which is a bright, white, and tarnish resistant metal, widely used in industry. From that date it has been a legal requirement for palladium articles weighing over 1gram to bear this hallmark.

Although Palladium was introduced to the jewellery market many decades ago, it did not prove that popular. However more jewellers are now experimenting with it as it is less expensive than other precious metals and over 40,000 pieces have been voluntarily hallmarked since July 2009.

As with gold, silver and platinum, now articles made using palladium cannot be sold in the UK without a statutory hallmark applied by one of the four independent UK Assay Offices after undergoing tests to ensure the precious metal content meets the relevant standard. Articles can be marked as containing a minimum of either 500, 950 or 999 parts per thousand of Palladium.

As a result, the notice previously referred to that is legally required to be displayed by all “dealers” of precious metal has now been redesigned to include Palladium. This notice is available as a free download from any of the Assay Office websites, or high quality printed versions are available for the payment of a fee. It will be compulsory for dealers to display the new notice from 1st January 2011 – there is a transition period up until that date. As dealers may tend to favour using a particular office to assay their goods, four versions of the notice have been produced to reflect whether a mark from Birmingham, Edinburgh, London or Sheffield is used. Information about the London Assay office can be found at www.assayofficelondon.co.uk or they can be contacted on **020 7606 8971/5**.

an item produced to an entirely different specification.

We strongly recommend that importers take steps to ensure the goods they import are safe by submitting samples for testing in the UK. This need not be prohibitively expensive as deficiencies are often found by basic screen tests.

For further advice on product safety please contact Trading Standards on **020 8487 5487** or by email at tradingstds@richmond.gov.uk

Legislation UPDATE

Proposals for changes to the quantities in which certain foods can be sold

Back in the 1960s legislation was introduced which specified the quantities that certain foods could be marketed in. This was to protect consumers from being misled or confused by foods being presented in similar but different quantities, or by marginal reductions in quantity, and also to enable price comparisons to be made. However, in 2007 the UK agreed a new European law to remove all "specified quantities" for pre-packages across Europe, apart from pre-packaged wines and spirits. As a result, in April 2009 the specified quantities that applied to some 30 types of pre-packaged food and other pre-packaged

products in the UK were disapplied, although in the UK specified quantities currently continue to apply to a limited number of non-pre-packaged foodstuffs which are outside the scope of the Directive, namely, non-pre-packaged alcoholic drinks and unwrapped bread. Proposals are now being made to make changes to the legislation relating to these goods, specifically unwrapped bread, draught beer and cider, non-prepackaged sales of brandy, and small quantities of still or fortified wine. It had been expected that the new law would be introduced on 1 April 2010, but this is now scheduled for 1st October 2010. Further advice and information will be available nearer to that date, so we will keep you posted.

New Rules on Toy Safety

New Toy Safety regulations will come into force, following a transitional period, in July 2011 and aims to ensure that toys sold anywhere in the EU fulfil the highest safety requirements worldwide.

Major changes compared to the current regulations include:

- More stringent obligations on manufacturers, importers and distributors
- A requirement for a "Declaration of Conformity" to be drawn up
- An assessment of the safety and risk must be carried out and documented
- Enhanced production control requirements

- New chemical requirements; extends the list of banned or restricted substances in toys
- A ban on toys firmly attached to a food product and toys contained within food must have their own packaging
- Enhanced warning/labelling requirements. Required warnings must be visible at the point of sale, including online retailers
- The misleading use of the warning "not suitable for children under 3 years" prohibited

Some of these new requirements are already in place in legislation regulating the supply of, for example, cosmetics or electrical goods.

For further information and advice please contact Trading Standards on **020 8487 5487**.

Licence applications can now be made on-line

If you wish to apply for a new or variation premises licence, or give a Temporary event notice you can now do it on-line. There are a number of other formalities under the Licensing Act 2003 that can also be carried out on-line.

For Premises Licences are there any advantages to applying on line?

Yes: For premises licence applications, once accepted as complete, the Licensing Authority will send electronic copies to the Responsible Authorities, (e.g. Trading Standards, Police, Environmental Health, etc).

Electronic applications can be delivered to the Licensing Authority at your convenience i.e. at any time of day or night, whatever time fits in with your work load and is not restricted to office hours.

What will this save me?

This will save you making copies of your application form for each of the Responsible Authorities and will also save

you time in delivering them or paying postage or other courier charges.

What about the plans?

Yes, plans can also be sent on line.

Can I pay on line?

Yes, you can pay on-line so the whole transaction can be completed from your business, office or home. From 1 April 2010 a small handling charge (1.8% of the licence fee) will be added for credit card transactions. Debit cards do not attract a fee.

Are there benefits of giving Temporary Event Notices (TEN) on-line?

Yes, you will not have to send a copy of the notice to the Police. The Licensing Authority will do this for you.

You can send your application or TEN when it is convenient to you. This is particularly important for TENs where because of the ten working day notice requirements, your

TEN can be delivered electronically after normal working hours which may save a day or more where it would have to be posted or delivered in person. This may assist you in meeting the time deadline and save a trip to the Civic Centre to deliver by hand.

If you would like more information about licensing or council services please look on our web site www.richmond.gov.uk/licensing

The actual online forms can be downloaded from the following URLs. for the premises licence form go to

http://www.richmond.gov.uk/home/business/business_and_street_trading_licences/premises_licence.htm

for the Temporary Event Notice go to http://www.richmond.gov.uk/home/business/business_and_street_trading_licences/temporary_event_notice.htm

You can also contact Licensing at the Civic Centre, 44 York Street, Twickenham, TW1 3BZ, by telephone on 020 8831 6455, by fax on 020 8891 7451 or by email to licensing@richmond.gov.uk

Age Restricted Sales - UPDATE

As you are aware the issue of sales of age restricted products, in particular cigarettes, alcohol and knives continues to receive considerable coverage in the media. Cigarettes because of the obvious health risks and the aim of preventing people, in particular children, from taking up the habit in the first place. Alcohol, again because of the associated health risks and also because of the links between alcohol consumption and anti-social behaviour arising from it. Knives because of the high incidence of crimes involving knives, in particular by those who are not even old enough to purchase them.

As in previous years, the Trading Standards team in the

London Borough of Richmond continues to undertake regular Test-Purchase operations in relation to age restricted products. In tackling underage sales that are made by unscrupulous retailers, we are attempting to tackle the problem from its roots.

The table below summarises the various age restricted products, but if you are in any doubt contact Trading Standards on 020 8487 5487 for further advice. Remember, it is sometimes difficult to accurately judge the age of a person, and some children do look older than their age – by invoking a “No ID, no Sale” policy you will minimize the risk of making an illegal sale.

Restricted goods	Minimum Permitted Age
Alcohol	18
Cigarettes	18
Other tobacco products	18
Spray paint	16
Knives	18
Air weapons and crossbows	17
Solvents	18
Lottery tickets	16
Videos / DVDs / Computer Games	As stated on product (commonly 18, 15 or 12)
Fireworks	18
Liqueur chocolates	16

Stop Press.....

A Trader in the Borough was convicted on 27th January 2010 at Richmond Magistrates Court for selling a packet of cigarettes to an underage volunteer during a test purchase operation by the Trading Standards Team. A fine of £250 was imposed and they were ordered to pay £785 in costs, plus a £15 Victims Surcharge.

Important Points to note about the effect underage sales may have on your business

Tobacco

In last year’s newsletter we reported the introduction of new legislation which can be used to impose a ban on either the business or an individual who repeatedly sell tobacco products to young people under 18. This could lead to a prohibition from selling tobacco products for a period of up to 12 months.

Alcohol

In addition to the offence of selling alcohol to someone under age there is an additional more serious offence

of “persistently selling alcohol to minors” if there are 2 sales to minors within a 3 month period, resulting in either a caution, conviction or fixed penalty. In addition to the penalties arising from this particular situation, as “responsible authorities” under the Licensing Act 2003, Trading Standards and the Police are able to request a “review” of a licence – and obviously where a Trader persistently flouts the law they run the risk of having their licence suspended or revoked. We are sure the consequences of this to your business are clear.

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arrange a telephone interpreting service**

Albanian Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

Arabic إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

Bengali এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

Farsi اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Gujarati જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

Panjabi ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Urdu اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیے ہوئے ایڈریس کے استقبال پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹریپریٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

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