

Elizabeth Carter

From: Usha Devi
Sent: 13 March 2008 09:21
To: Elizabeth Carter
Subject: FW: Re: Shelter 4/20(1065)

-----Original Message-----

From: Andrea Jones
Sent: 13 March 2008 09:20
To: Usha Devi
Cc: Stuart Perry
Subject: RE: Re: Shelter 4/20(1065)

Hi Usha,

Thanks for this, my concerns regarding the Dudley collectors are: -

1. Collectors pester the public i.e. I was stopped by the same person 3 times within 5 minutes.
2. They use the town without a permit but claim to have one when questioned. I questioned someone on Wednesday 20th February and they said they had not got a permit but one of the other collectors had - unfortunately the person I was meeting turned up and I couldn't peruse the issue.
3. Collectors spread themselves across the width of the High Street and ensure hardly anyone can pass without being stopped. I have seen around 4 collectors using the entertainment area, according to the regulations 2 collectors should not be within 25 metres of each other.
4. Representatives are not collecting money but appear to be signing people up for direct debit payments.
5. Representatives are very persistent and I have watched them go up to someone and follow them, continually talking and pressuring them as they try to walk away.

I would be happy to attend the committee and put my observations and experiences to the panel personally. I really do think it's a shame that Shelter reps feel the need to behave like this, Shelter is a good charity that do alot of good work - acting in this manner is likely to harm not help their reputation.

Regards

Andrea Jones
 Dudley Town Centre Manager

-----Original Message-----

From: Usha Devi
Sent: 11 March 2008 10:12
To: Andrea Jones; Stuart Perry
Subject: Re: Shelter 4/20(1065)

Shelter 4/20(1065)

Good Morning!

Further to your e-mail received on 25th February 2008, regarding concerns of the above charity collecting with out a licence and using methods of direct debits. This matter is now going to be considered by our sub committee, at the moment we are putting a report together and would like your help. Could you please list all the concerns you have and forward me a copy so we can attach your comments to the final report before