

RTS

Textile Recyclers

RECYCLING DOESN'T COST THE EARTH

December 2011



New look, same service

We're delighted to give you a sneaky peek of the first of our new-look vans. We're in the process of having our whole fleet revamped and think they look pretty swish!

Look after the pennies



A big thanks to everyone who has helped us rectify under- and over-payments in the last month. We appreciate your understanding and while we strive to get it right first time, no one's perfect.

Things you need to know

Our offices will be closed from Saturday 24 December until Tuesday 3 January. However, we will have some drivers available on 28, 29 and 30 December. If you'd like a collection that week, please let us know by **Wednesday 21 December** and we'll fit in as many requests as we can. Call Eve on 01753 650055 to request your collection.

Calling all BHF shops



We've noticed that the invoices printed at the till points in British Heart Foundation shops are showing an incorrect address for us. Please can you re-set it to show the correct one? Here is it for reference – RTS, Thorney Business Park, Thorney Lane North, Iver, Bucks. SL0 9HF

Your opinion matters



We've included a new survey with this month's newsletter. We're trying to find out what you think about the information you get from us. We'll use what you tell us to make some changes in the New Year. We'd be really grateful if you could spend five minutes to give us your thoughts and post the survey back to us in the envelope provided. You'll even be in with a chance to win a £50 Marks & Spencer voucher.

Deadline for entries – 16 January 2012

In the news

We were horrified recently to read that charities have been the target of thieves who have been stealing bags of clothes from doorsteps and leaving fake bags for people to fill.



The problem is so big that the City of London Fraud Squad is investigating what it says is a nationwide racket that could cost charities an estimated £50m a year.

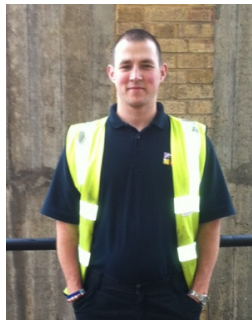
As this is an organised crime it could easily spread to charity shops themselves, so please keep your bags of surplus items safe until you know we're able to collect them.

The scam has certainly spread as far as Warwickshire where last month three companies were closed down as they were investigated for running a bogus charity bag scheme.

Trading Standards officers seized 1,000 bogus air ambulance bags from a van in Warwick.

Simon says...

Simon Claxton is the newest member of our team. As one of our drivers he could be coming to your shop, so don't forget to give him a warm welcome and go easy on him while he settles in.



No prizes...

...for guessing what this month's cakes will be – mince pies! We hope you all enjoy a little taste of the festive season on us.



Finally, we want to wish you all a Merry Christmas and a Happy New Year from all the team at RTS.

London-Plymouth

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