



## HOUSE TO HOUSE COLLECTIONS - NOTES FOR GUIDANCE

These notes apply to collections made by using collecting boxes.  
If it is intended to use receipts instead of collecting boxes please ask for further information.

### Collectors

1. Permit holders must take reasonable steps to ensure that collectors are over 16 years of age and fit and proper persons to act as such. They must also try to ensure that collectors comply with the Regulations.
2. Permit Holders must provide collectors with:
  - a. A certificate or authorization which has been signed by the permit holder and provides for the signature of the collector.
  - b. A badge which shows the charity or fund which will benefit from the collection and which the collector can sign.
  - c. A numbered and sealed collecting box which shows clearly the name of the charity or fund which is to benefit from the collection.
3. Permit holders must maintain lists of the authorization certificates, badges and collecting boxes which have been issued **and** ensure that all these items are returned at the end of the collection. At the end of the collection the badges and authorization certificates should be destroyed.
4. Collectors must sign the certificate of authorization and the badge provided. The certificate must be produced for inspection at the request of any householder or policeman and the badge must be worn so that it can be easily seen. In addition, collectors must ensure that:
  - a. They do not importune others in a way which annoys them and that they leave any house immediately the occupant requests them to do so.
  - b. All money is put in the collecting box by the person giving it.
  - c. The certificate of authorization, badge and collecting box are returned promptly to the permit holder when the collection has been completed, when requested to do so by the permit holder or when the collector no longer wishes to act as such.
  - d. **Residents who live in No Calling Zones, in addition to any individual residents who display a Suffolk County Council door/window sticker that they do not wish to be visited, should in no circumstances be visited. Business and individuals working on behalf of these companies who do visit these properties are committing a criminal offence and can be prosecuted under the Consumer Protection from Unfair Trading Regulations 2008.**

### Counting the Money

1. At the end of the collection, every box must be opened and the contents counted in the presence of the permit holder **and** another responsible person. Alternatively, boxes may be opened and counted by a bank official.
2. As soon as the money in a box has been counted, the number of the collecting box and the total amount contained in it must be recorded.
3. When all the money has been counted the permit holder must provide, **within one month of the**

**collection taking place:**

- a. The completed return form provided with the collection permit which shows the total amount collected and any expenses or payments made. This form must be countersigned by an independent responsible person as auditor.
- b. The list of collectors showing the number of the collection box issued and the amount collected in each box.
- c. Vouchers/receipts for expenses and the application of proceeds to the charity concerned.

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