

8 November 2019

Our ref: 5723980

Thank you for your request received on 17 October 2019, for the following information:

Dear Barnet Borough Council,

I am requesting under the Freedom of Information Act 2000 the following:

1. The Department who deals with the process of the Claim for Council Tax Discount or Exemption

2. Once an application have need received please tell me the whole process and how decision are made.

3. Contact number of the department who deals with the Claim for Council Tax Discount or Exemption.

4. The person responsible who deals with the Claim for Council Tax Discount or Exemption

Please give me manager's name and direct contact details. I want a real person's name not a computer generated name.

5. Any guidance documents which relates to Claim for Council Tax Discount or Exemption

6. Regulation and Criteria a claimants needs to meet to be exempt from Council Tax.

7. Please provide me with address, email of your complaint department for Claim for Council Tax Discount or Exemption.

8. Please also provide me with your Complaint procedures and guidance.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

1. The Department who deals with the process of the Claim for Council Tax Discount or Exemption

The Council Tax Department.

2. Once an application have need received please tell me the whole process and how decision are made.

There are several different discounts and exemptions for Council Tax and as such the process varies dependant on the discount or exemption being applied for. In general the information and evidence is reviewed and if the criteria is met, the discount or exemption is awarded.

3. Contact number of the department who deals with the Claim for Council Tax Discount or Exemption.

There is no direct number to our back office team, any questions can be answered by our Call Centre on 020 8359 2000.

4. The person responsible who deals with the Claim for Council Tax Discount or Exemption. Please give me manager's name and direct contact details. I want a real person's name not a computer generated name.

Discounts and exemptions are dealt with by a variety of officers and managers within the Council Tax Service. If you have a query relating to a discount or exemption please direct your query to local.taxation@barnet.gov.uk.

5. Any guidance documents which relates to Claim for Council Tax Discount or Exemption.

Please find two examples attached of Discount/Exemption application forms, there are guidance notes on the back of each of the forms.

6. Regulation and Criteria a claimants needs to meet to be exempt from Council Tax.

This varies as there are a number of different exemptions. Please see examples attached which confirm the different criteria.

7. Please provide me with address, email of your complaint department for Claim for Council Tax Discount or Exemption.

Please find the link atatched: local.taxation@barnet.gov.uk

8. Please also provide me with your Complaint procedures and guidance.

Please find the link atatched: <https://www.barnet.gov.uk/your-council/contact-council/complaints> - Please note that there is an appeals process to follow if you are unhappy with a decision about a discount or exemption. It would be better for you to follow that process rather than the complaints process. Initially you should write to local.taxation@barnet.gov.uk stating that you wish to appeal the decision on your discount or exemption. The decision to your appeal will provide details on how to escalate your appeal to the Valuation Tribunal Service should you remain dissatisfied with that decision. The Valuation Tribunal Service is a free, independent

service that reviews the decisions of Council Tax services and any decision they make is binding on the Council.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.