

7 September 2021
Our ref: 7550872

Thank you for your request received on 9 August 2021, for the following information:

I am interested in overpayments of council tax and non domestic rates.

Please provide a copy of the policy and procedure which the council follows in cases where

**A the tax payer has noticed the overpayment and requested a refund
B the tax payer has not noticed**

if the policies / procedures are different, otherwise the one set of documents will cover the question.

If the tax payer was overpaid on the day when the council tax bill for the year to 31 March 2021 was issued, was any overpayment carried forward from the prior year and printed on the demand for 20/21?

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

A) the tax payer has noticed the overpayment and requested a refund

Once the request for the refund has been received from the Council Tax/Business rate payer, the Council Tax/Business rate department will issue a refund via BACS (if the customers bank details are held on file). The refund should reach the customers account within 5 working days.

If no bank details are held onfile, a letter or email will be issued asking the customer to provide them. Once these details have been provided the refund will be issued accordingly.

B) the tax payer has not noticed

A final bill is issued on all closed accounts confirming if there is an outstanding amount to pay or a credit to be claimed. In the event a forwarding address has not be provided a bill will be issued to the last known address. If the customer paid by direct debit, a refund will be issued.

If the tax payer was overpaid on the day when the council tax bill for the year to 31 March 2021 was issued, was any overpayment carried forward from the prior year and printed on the demand for 20/21?

Yes.

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.