

## Request 10510 – Council Tax

I understand that you are due to refund a number of former and current tenants, due to a number of closed/inactive Council Tax accounts. I would therefore like to make a Freedom of Information Request to obtain the following information:

- 1) What is the total figure of the funds on account that are due to be refunded?
- 2) What is the total figure of the funds that have been returned?
- 3) What is the total balance remaining on account?
- 4) How many people have been refunded and what are the total sums, in each respective period?
- 5) How many people are due a refund and what are the total sums, in each respective period?
- 6) What period do these funds on account date back to?
- 7) What attempts are made to return these monies?
- 8) What happens to monies that are not claimed?
- 9) Is interest accrued on refunds as a result of overpaid monies?
- 10) What happens if the payee is deceased?
- 11) What is the process for getting a refund?
- 12) Is there a time limit on reclaims?

### Response

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

The total amount of credit across multiple accounts over 70,000 properties back to 1993 is £320, 768.27.

The current software system we have was installed in 2004 with records brought across from 2001. Credits can be applied further back than this, but they are applied to the 2001 year for administrative purposes.

2001/2 £602577.87  
2002/3 £579,842.31  
2003/4 £640,666.89  
2004/5 £746,673.65  
2005/6 £902,263.98  
2006/7 871,329.33

2007/8 889,693.67  
2008/9 829,123.32  
2009/10 967,363.18  
2010/11 978,445.48  
2011/12 1,029,237.77  
2012/13 1,043,940.05  
2013/14 1,232,109.10  
2014/15 1,250,571.72  
2015/16 1,250,617.27  
2016/17 1,196,552.39  
2017/18 1,426,916.99  
2018/19 1,493,114.98  
2019/20 1,703,189.42  
2020/21 1,372,541.19  
2021/22 1,581,750.11

We do not have a report to indicate the total number of refunds we have produced back to 2004 when the system was installed.

How many people are due a refund and what are the total sums, in each respective period? There are 1410 accounts in credit dating back to 2001, which is the date taken to bring across data from the previous legacy system.

What attempts are made to return these monies? All customers with a credit on their account are contacted either by email, phone or letter, searches and traces via other websites are carried out to trace if no f/a is held.

If we are contacted by people who have had credits created from previous years, the credits can still be refunded.

Interest is not calculated on refunds.

If a payee is deceased, the exors will be contacted and credits refunded.

The process for refunds is that we refund credits back to bank accounts where possible where we hold these details, which is the case for the majority of live accounts. If we do not hold bank details, we write to the liable party to ask them for bank account details so we can refund it to them by BACs. If a payee cannot provide bank details, we can send a cheque.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.