

FOI number: **HBC\_FOI\_2019035**  
Date FOI Received: **14/01/2019**  
Department: **Council Tax**  
Title: **Council Tax credit**  
Description: **Total Council Tax credit on closed or dormant accounts and whether it is automatically refunded and how it has changed since last year.**

**Request:** *(As Redacted sent by requestor)*

I am aware that when someone moves away from your council area having paid some council tax beyond the date which they are moving away, they sometimes leave their council tax account in credit.

- 1) I want to know, how many closed or dormant council tax accounts do you have in credit and how much money is in these accounts in total?
- 2) Could you tell me the process for applying to get one's money from one of these accounts? Is it automatically refunded?
- 3) If possible, and I don't wish for this to hold up the request if this can't be granted, could you also tell me how many closed or dormant council tax accounts did you have in credit one year ago and how much did the money in these accounts total?

**Response:** *(Response as Redacted sent by service)*

- 1) 4,840 accounts – with a total credit of £694,998.15
- 2) If the account is paid by Direct Debit the credit is automatically sent back to that account. If the Council Tax is paid by credit or debit card it's automatically refunded to the card. For any other accounts that are in credit and the payments are made in different ways to above, we send a form to the charge payer (assuming we have current contact details) for them to confirm where the money should be paid.
- 3) We do not have the facility to check retrospective state of accounts so this information is not available

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services