

FOI number: **HBC\_FOI\_20200506**  
Date FOI Received: **1/09/2020**  
Department: **Council Tax**  
Title: **Households in Council tax arrears 2019-2020**  
Description: **Households in Council tax arrears 2019-2020**

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

I am writing to request information relating to the number of Households in Council tax arrears. Under the above-mentioned Act I would like you to provide me with the following information please:

Question 1)\*

For the complete 6 month period of March to August 2019, How many Council tax accounts fell into arrears?

Question 2)\*

For the complete 6 month period of March to August 2020, How many Council tax accounts fell into arrears?

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

The council do not hold this information.

The only way that this can be measured is to compare the number of accounts that received a reminder notice last year with the same period this year.

Last year, from March 2019 to September 2019, we sent 6,118 reminders

This year for the same period we have sent 5,731.

The reason why more was sent last year was because they were sent every month with a minimum arrear parameter of £10. This year, due to COVID-19 we did not send any reminders until August which meant we had to set the minimum arrear parameter to £50 as otherwise, we would not have been able to resource such large reminder run.

If we would have set the minimum arrear parameter to £50 last year, we would have only sent 5,212 reminders, so comparing like for like, this year shows a 10% increase.

Hope this helps

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

**Information Services**

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