

## Freedom of Information Act 2000 – ‘closed’ council tax credit balance

Your request for information has now been considered and the Council’s response to your questions is shown below.

**You asked:**

**I would like to know the number of ‘closed’ council tax accounts which have a credit balance and the total value of that credit balance.**

**For clarification purposes: -**

- I do not require an individual listing, just a total count and total value.
- A ‘closed’ account in this instance is an account where there is no on-going liability for council tax.
- Where possible I would like the figure broken down into the following time related categories

- **Account closed since 1<sup>st</sup> January 2014**

707 £107,912.12

- **Account closed 1<sup>st</sup> October 2013 to 31<sup>st</sup> December 2013**

192 £18,414

- **Account closed 1<sup>st</sup> April 2013 to 30<sup>th</sup> September 2013**

411 £28,564.71

- **Account closed prior to 31<sup>st</sup> March 2013**

809 £65,902.10

- I appreciate that council tax accounts are managed on a daily basis, so appreciate that any information provided will be a snapshot at a point in time. Please specify the date at which the snapshot is provided.

11 April 2014

**In addition I would like to know the authority’s policy on refunding overpayments of council tax, where liability has ceased.**

- **Is a refund automatically issued to the account holder, or is the customer required to claim the refund?**

If the account is in overall credit, the amount is refunded

- **If the customer is required to claim the refund, are they notified of the credit balance on their account?**

The customer does not need to claim the refund, however a bill showing a statement of the account and overall credit balance is issued

- **Is a refund issued, irrespective of the credit balance, or is there a minimum value below which a refund is not issued?**

There is no minimum value

- **If there is a minimum balance, please state that value?**

N/A

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager  
Information and Support  
Leicester City Council  
FREEPOST (LE985/33)  
New Walk Centre  
LEICESTER LE1 6ZG  
e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)**

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF  
Telephone: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.