

410/14

REQUEST

Re: Request for Information under the Freedom of Information Act

Please accept this request under the Freedom of Information Act.

I would be obliged if you could forward the information in relation to business rates requested below:-

- 1) Details of any attempted refunds of accounts in credit that have been returned or not presented for payment, i.e. unrepresented cheques
- 2) Details of any "bounceback" refunds attempted to have been refunded by BACS
- 3) Details of any credit amounts moved to a "suspense" account for any reason

Please provide the following details:

- name of company (ratepayer)
- amount (value)
- date credit arose
- address value relates to, including postcode
- billing address, including postcode
- account number
- property reference

Please also provide any system narrative, which gives the reason for the credit or the reason for non-clearance.

Our request is for the period of time that you have been using your current system together with any accessible archive system. Please specify on the return, the period for which you have provided details.

Please respond in an Excel file format.

Should you wish to discuss this request please do not hesitate to contact our offices. If not, we trust that we will receive a response from you within the 20 working days as set out by the Act.

If you are unable to fulfil this request in full within the timescales and cost constraints set out in the Act, please provide as much information as you are able within these constraints, but please state this is the action you have taken.

RESPONSE

- 1) Details of any attempted refunds of accounts in credit that have been returned or not presented for payment, i.e. unrepresented cheques

- See attached spreadsheet
- We do not give out account numbers
- They are all stale cheques

- 2) Details of any "bounceback" refunds attempted to have been refunded by BACS

- None

3) Details of any credit amounts moved to a “suspense” account for any reason

There are no monies on suspense for the financial years 2000 to 2010 and 2012

2011 - £144.17 from DTZ with no information

2011 - £4,020.62 with no information of where it came from

2013 -£2,090.11 - we have now traced where the payment came from and are awaiting instruction from customer where it is to be allocated.

2014 -£38.00 awaiting remittance advice from ratepayer.