

**From:** CCU  
**To:** [REDACTED]  
**Subject:** Re: Re: RE: MY Account query  
**Date:** 20 April 2015 15:06:41

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Our Ref: 101000776300

Dear [REDACTED] ,

Thank you for your email.

I am unable to answer your questions as First Contact is the first point of contact with e-mails going into the departments within Barnet Borough Council. I have sent your complaint to the relevant departments i.e. Council Tax who had the delay in sending it to First Contact ,I then forwarded your query to the Technical department. who are working on the problems you have encountered whilst trying to enter your address. They will respond to your query/complaint.

If we can be of any further assistance, please do not hesitate to contact us or visit our website:  
[www.barnet.gov.uk](http://www.barnet.gov.uk)

Yours sincerely

Marian Harvey

Customer and Support Group (CSG)

London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP

Tel: 0208 359 4600 2000

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)

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<http://email.govmetric.com/default.aspx?organisationid=50&SourceID=978>

----- Original Message -----

**From:** [REDACTED]  
**Sent:** 2015-04-17 16:14:14.343  
**To:** CCU@Barnet.gov.uk  
**Subject:** Re: RE: MY Account query

I listed five questions and three requests and you have ignored them all.

██████████

On 17 Apr 2015 3:57 pm, CCU@Barnet.gov.uk wrote:  
Our Ref: 101000773680

Dear ██████████ ,

Thank you for your email.

I apologise for the delay to you in our responses to your technical problems with our website.

First Contact received your e-mail on the 15th of April and sent it to "the relevant department", which is our technical team who are trying to resolve the issues with the website. I have forwarded your complaint to them .

My apologies again,

If we can be of any further assistance, please do not hesitate to contact us or visit our website:  
www.barnet.gov.uk <<http://www.barnet.gov.uk>>

Yours sincerely

Marian Harvey

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----- Original Message -----

From: ██████████  
Sent: 2015-04-17 08:07:13.44  
To: CCU@Barnet.gov.uk  
Subject: RE: MY Account query

I am extremely unhappy about the level of service I have received for this call so far, which is no closer to resolution than when I logged it eleven days ago. The original call was placed on 6 April. 10 days later I received the email below telling me that the call has now been referred to the relevant department.

I have five questions I expect to be answered;

1. Why was it not referred to the relevant department immediately? Referring the call to the correct department should not take any time at all.
2. Why was the first response I received so ineffectual? I received an email that suggested I take an action that I had clearly stated had already been taken?
3. I asked to have it escalated in my last email. Why has the call not been escalated?
4. When will this be resolved?
5. When will I be contacted by someone from the "relevant department"?

I have three things that I would like.

- I ask again to have this call escalated.
- Please have a service manager contact me directly by phone
- This is a complaint, and I expect it to be handled as such

[REDACTED]

-----Original Message-----

From: CCU@Barnet.gov.uk [<mailto:CCU@Barnet.gov.uk>]

Sent: 16 April 2015 13:51

To: [REDACTED]

Subject: Re: MY Account query

Our Ref: 101000770630

Dear [REDACTED]

Thank you for your e-mail.

Your enquiry has been referred to the relevant department regarding setting up your my account.

You should receive a response to your enquiry within 5 working days of us receiving it. If you do not receive a full response to your enquiry within this period, please contact us and we will endeavour to resolve the situation.

We hope you find this information helpful and if we can be of any further assistance please do not hesitate to contact us or visit [www.barnet.gov.uk](http://www.barnet.gov.uk) <<http://www.barnet.gov.uk>> for more information about Council services.

Yours sincerely

Marian Harvey

Customer and Support Group (CSG)

London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP

Tel: 0208 359 2000

Barnet Online: [www.barnet.gov.uk](http://www.barnet.gov.uk)<<http://www.barnet.gov.uk>>

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----- Original Message -----

From: local.taxation@barnet.gov.uk  
Sent: 2015-04-15 18:00:13.49  
To: first.contact@barnet.gov.uk  
Subject: MY Account query

FYI please see email below.

Regards

Aneesa Kaduji

To: "local.taxation@barnet.gov.uk" <local.taxation@barnet.gov.uk>  
From: [REDACTED] >  
Subject: RE: Council Tax Account Reference [REDACTED]  
Date: Fri, 10 Apr 2015 15:07:22 +0000

This does not answer my query at all.

I have tried using just 17 in the box, and I get exactly the same error.

My original description of the problem (below) made it quite clear that I have already done this and that it did not work.

I can find nothing in the FAQ you pointed me to that is of any assistance.

I reported this on the 6th of April.

I am extremely unsatisfied with the quality of your response and with the length of time it took to receive that response.

Please escalate this issue.

██████████

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From: local.taxation@barnet.gov.uk [local.taxation@barnet.gov.uk]  
Sent: 10 April 2015 16:00  
To: ██████████  
Subject: Council Tax Account Reference ██████████

Dear Mr ██████████,

Thank you for your email regarding your council tax at the property ██████████

I understand you are having difficulty setting up your online account. Looking at your screenshot, I think you just need to put 17 in the box for the building number and your postcode in the box below. Don't put the street name in.. The system will then find the rest of your address just using the house number and the postcode. The request for a name is for houses which are named rather than numbered.

For any further information, please use the link below to access a list of frequently asked questions and answers.

<https://ask.barnet.gov.uk/citizen/my-account/>

I hope this answers your query. If you have any further questions, please contact us by calling 020 8359 2608 or emailing us at local.taxation@barnet.gov.uk.

Yours sincerely,

Benjamin Ashworth

Local Taxation Officer

Barnet Council

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From: ██████████ >  
Subject: Cannot register for council tax online  
Date: Mon, 6 Apr 2015 08:23:37 +0000

I have created a MyAccount on barnet.gov.uk

When I try to register for Council tax using my account reference ██████████ I get the message "Oops, something went wrong". See screenshot below.

I get the same result whether I fill in "House/Building number or name" as either "17" or "██████████"

Please assist me to get this configured correctly.

[cid:image001.png@01D0704B.5C429570]

██████████

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