



Kier Guest

Contact: Stephen Mynett
Phone: 01483 505050
Email: foi@guildford.gov.uk

4 September 2019

Dear Kier Guest

FREEDOM OF INFORMATION ACT 2000 / ENVIRONMENTAL INFORMATION REGULATIONS 2004

INFORMATION REQUEST REFERENCE: [[CASE_REF]]

We have considered your request for information and attach a spreadsheet containing details of Council Tax accounts which are in credit. An explanation of the data contained in the columns is bullet pointed below.

- **Ratepayer name**
The Council Tax payers name is included where it is a company. Where the payer is not a company their name is shown in the list of credits as 'individual'.
- **Property Address**
Accounts can cover multiple properties, and credits are held at account level. This means that we cannot simply link a credit to a property. It is therefore not possible to provide the property address. We have however included the correspondence address for companies. For individuals no address is shown because this could be used to identify individuals.
- **Billing Authority Reference**
The Council does not give out account references as these are personal to the account and we use them to ensure that a customer is actually the account holder when they contact us.
- **Amount of credit**
As shown
- **The period or financial year of the credit**
The year is the financial year. So 2018 is the financial year 2018/19 ending 31 March 2019.

Copyright and re-use of information

Please be aware that copyright may exist on information that we provide in response to requests, including attachments.

Where we provide information the Council has authored, you may re-use it free of charge unless we have stated otherwise. However, in some cases we do not own the copyright (for example Ordnance Survey owns the copyright for most map information we use). Therefore, where someone other than Guildford Borough Council owns the copyright, please check with us if you plan to re-use it or if you are not sure whether copyright will be an issue.

Your right to ask for an internal review

I trust the above addresses your enquiry. However, if you do not agree with the way your request has been handled, you may write to ask the Council to review the decision. Another officer will carry out a review and they will then write to you, letting you know if they agree with the original decision or have reached a different conclusion.

You should write to Customer Services, Guildford Borough Council, Millmead House, Millmead, Guildford GU2 4BB (foi@guildford.gov.uk). It is important that you clearly state that you are asking for an Internal Review and provide a copy of your correspondence with the Council about this request. We recommend that you include the reference number and "Internal Review" in the email or letter header to help avoid delays.

Your right to appeal to the Information Commissioner

You also have the right to contact the Information Commissioner if you believe we have failed to meet our obligations to deal with your request for information. Please remember that they will usually only consider appeals after the Council has had the opportunity to carry out an internal review. More guidance about your rights is available on the Information Commissioner's website at www.ico.org.uk.

Yours sincerely

Stephen Mynett

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