



Reference: FOI0650

**Request:**

I am aware that when someone moves away from your council area having paid some council tax beyond the date which they are moving away, they sometimes leave their council tax account in credit.

1. I want to know, how many closed or dormant council tax accounts do you have in credit and how much money is in these accounts in total?
2. Could you tell me the process for applying to get one's money from one of these accounts? Is it automatically refunded?
3. If possible, and I don't wish for this to hold up the request if this can't be granted, could you also tell me how many closed or dormant council tax accounts did you have in credit one year ago and how much did the money in these accounts total?

**Response:**

1. 3339 accounts, Total Credits = £-354,141.77
2. Credits are automatically refunded to customers via Cheque or BACS. In some circumstances credits are transferred to new accounts when customers move address within the borough.

If a forwarding address is not left then and bank details are not held, a refund can not be processed until the location of the customer is determined.

3. The information is not held in this format and is a cumulative figure. Refer to response 1 above.