



Document Index

Section 1

Section 2 - Respondent Evidence

IN THE VALUATION TRIBUNAL FOR ENGLAND

VT Reference number; VT00000923

LA reference number; 20480503

Submission date; 4 January 2021

BETWEEN

xxxxx

Appellant

And

Charnwood Borough Council

Respondent

Hearing date; 01 March 2021

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Section 1 – Personal details

Appellant	XXX
Address	XXXX
Other names	
NI number	XXX
Date of birth	XXXX

Appeal type	Council Tax Liability (CTL) and Council Tax Reduction (CTR)
Date of decision	01.08.19, 06.09.19, 30.09.19, 18.11.19 and 22.11.19
Date of appeal	06.01.2020

The appellant is disputing an increase to her Council Tax liability for the period 27.07.2015 to 09.04.2018, caused by the re-calculation of her Council Tax Reduction for the period. Earnings and Childcare proofs were received showing a significant change in the Appellant's income and outgoings which resulted in multiple assessments changing the amount of Council Tax Reduction Applied.

Section 2 - The Appellant's case

The Appellant disputes the Council Tax Bill for the period 27.07.2015 to 09.04.2018, the net adjustment to the discount is £-1130.88 amended by the Respondent over the period 06.06.2019 to 22.11.2019. The Appellant states that she was not aware the incorrect figures were used in her award and that she had provided the Respondent with the correct figures that were input incorrectly. Customer received Single Person Discount during the period in Question.

Section 3 – Respondents Case

Attached are the letters issued to the Appellant regarding the changes in her Council Tax Reduction which resulted in an increase in the Appellant's Council Tax Charge – amended to show the period in question only :

[Letter issued by Local Authority on 06.06.2019](#)
[Letter issued by Local Authority on 01.08.2019 -](#)
[Letter issued by Local Authority on 06.09.2019](#)
[Letter issued by Local Authority on 01.10.2019](#)
[Letter issued by Local Authority in 18.11.2019](#)
[Letter issued by Local Authority 22.11.2019](#)

Section 4 – Documents received from Appellant

The customer submitted an email of appeal to the Local Authority on the 12.08.2019 detailing her grounds for Appeal [Page 21](#)

The customers claim was adjusted as per the notifications [Page 9](#)

A further letter was received from the Appellant on the 25.11.2019 – requesting clarification of her Council Tax Reduction. [Page 22](#)

A letter of response was issued to the Appellant on the 05.12.2020 advising the Local Authority was unable to change their decision [Page 26](#)

An Appeal was made to the Valuation Tribunal and notification was received by the Respondent on the 06.01.2020. [Page 28](#)

Following the initial bundle being sent to the Appellant on the 07.01.2021;

The Appellant requested that the attached further evidence be submitted to the valuation tribunal this was received by the Local Authority on the 12.01.2021, 13.01.2021, 16.01.2021, 17.01.2021, 18.01.2021, 19.01.2021 and 20.01.2021 which have been added to the bundle [Page 29 - 87](#)

The Appellant provided additional correspondence for the appeal on the 28.01.2021 [Page 88 - 92](#)

Section 5 – Respondents Rebuttal

The Local Authority wishes the case to be struck out. In accordance with Charnwood's Council Tax Reduction scheme, Council Tax Reduction overpayments do not exist. Therefore a Council Tax Reduction claimant is liable for any increase to their Council Tax liability that is caused by the re-calculation of their Council Tax Reduction by virtue of the Local Government Finance Act 1992.

[Page 92](#)

Reference 20480503/5105457/CL-ADJUSTMENT

6 June 2019

xxxxxxx

Please quote this reference : 20480503/5105457

Dear xxxx

Your awards for Housing Benefit and Local Council Tax Support have been reviewed.

I have amended your earnings from 04.06.18 using an average of your June July and August payslips. From 03.09.18 - 08.10.18 I have input your Septembers payslip as a one off. From 15.10.18 - 29.10.18 I have removed your earnings for Local Council Tax Support only as this is a beneficial change that should have been reported within one month of you finishing work. From 29.10.18 I have changed your earnings and used an average of your payslips from November 18 - April 19. From 06.05.19 I have used an average of your May and June payslips going forward.

You continue to be entitled to Local Council Tax Support.

Your Weekly Council Tax Reductions:

04 Jun 2018 to 11 Jun 2018	£16.70
11 Jun 2018 to 03 Sep 2018	£16.70
03 Sep 2018 to 08 Oct 2018	£11.38
08 Oct 2018 to 15 Oct 2018	£16.70
15 Oct 2018 to 29 Oct 2018	£23.11
29 Oct 2018 to 01 Apr 2019	£20.60
01 Apr 2019 to 04 Apr 2019	£21.41
04 Apr 2019 to 08 Apr 2019	£21.41

08 Apr 2019 to 06 May 2019	£21.02
06 May 2019	£17.75

Your Council Tax balance has increased by £510.22. These changes were notified on 6 June 2019 by Verify Earnings and Pensions Service, and determined on 6 June 2019.

COUNCIL TAX

Period	Duration	Prev Award	New Award	Amount	Weekly Amount	Total
6 June 2019						
04.06.18 03.09.18	13 weeks	23.11		16.70	6.41	
83.38						
03.09.18 08.10.18	5 weeks	23.11	11.38		11.73	58.67
08.10.18 15.10.18	1 week	23.11	16.70		6.41	6.41
15.10.18 29.10.18	2 weeks	23.11	23.11		0.00	
0.00						
29.10.18 01.04.19	22 weeks	23.11		20.60	2.51	
55.31						
01.04.19 08.04.19	1 week	23.93		21.41	2.52	
2.51						
08.04.19 06.05.19	4 weeks	23.93		21.02	2.91	
11.62						
06.05.19 01.04.20	47 weeks 2 days	23.93	17.75		6.18	
292.32						

£510.22 has been added to your Council Tax account.

It is very important that you check the details in this letter and let us know if any are incorrect, if you want the decision explained or looked at again.

If you think this decision is wrong you can appeal. To appeal your Housing Benefit decision you must appeal in writing, within one calendar month of the date of this letter, giving your reasons. Your appeal will then be heard by an independent tribunal.

To appeal your Council Tax decision you should write to us stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two

months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

Yours sincerely,

Mark Bennett

Manager

01.08.2019

MRS xxxx xxxx

9 xxxx Close

Mountsorrel

Loughborough

Leics

LE12 7FH

Please quote this reference: 20480503/5121763

Dear xxxx

Your awards for Housing Benefit and Local Council Tax Support have been reviewed.

The reason for this review is because you have provided Wage slips. Tax credit award notifications, proof of Child maintenance, you have also have informed me that you no longer have child care. Prior to the information received from the Department of Works and Pension on the 6th June 2019 the previous information we had received regarding your earnings was wage slips dated the 28.6.2015 and 28.5.2015. Which showed monthly wages of £502.94 and £449.31.

The information supplied by the Department of Works and Pension are wage slips for Kings Church Loughborough dated the 28.6.2018 to 26.10.2018 and Castle View Nursery Ltd wage slips dated the 5.11.2018 to the 5.6.2019.

The wage slips you have supplied confirm the Details we have received from the Department of Works and Pension. The Tax Credits you have provided are the same as the information we have received from the HMRC.

I have looked again at my decision dated the 6th June 2019 and looked at the information you have provided I have made the following amendments. As you have supplied your wage slip 28.7.2017 I have used the gross to date on this wage slip from the 1.4.2017 and have calculated your wages from this date at £683.31 per month as follows:

Gross £2738.54

Ni £5.27

Total £2733.27

Monthly amount£683.32

Weekly £157.69

As you have supplied your wage slips dated the 27.4.2018 and 25.5.2018 I have included these wage slip from the 1st April 2018.

Your Weekly Council Tax Reductions:

01 Apr 2017 to 06 Apr 2017	£14.05
06 Apr 2017 to 10 Apr 2017	£14.05
10 Apr 2017 to 08 May 2017	£14.88
08 May 2017 to 03 Jul 2017	£15.25
03 Jul 2017 to 31 Jul 2017	£14.97
31 Jul 2017 to 01 Apr 2018	£15.28
01 Apr 2018 to 05 Apr 2018	£15.68
05 Apr 2018 to 09 Apr 2018	£15.68
09 Apr 2018 to 07 May 2018	£8.92
07 May 2018 to 14 May 2018	£9.13
14 May 2018 to 04 Jun 2018	£9.13

04 Jun 2018 to 11 Jun 2018	£9.70
11 Jun 2018 to 03 Sep 2018	£9.70
03 Sep 2018 to 08 Oct 2018	£4.38
08 Oct 2018 to 15 Oct 2018	£9.70
15 Oct 2018 to 29 Oct 2018	£23.11
29 Oct 2018 to 01 Apr 2019	£13.60
01 Apr 2019 to 04 Apr 2019	£14.41
04 Apr 2019 to 08 Apr 2019	£14.41
08 Apr 2019 to 06 May 2019	£14.02
06 May 2019 to 03 Jun 2019	£10.75
03 Jun 2019 to 01 Jul 2019	£19.95
01 Jul 2019 to 08 Jul 2019	£10.42
08 Jul 2019 to 29 Jul 2019	£23.93
29 Jul 2019 to 16 Dec 2019	£23.93
16 Dec 2019 to 13 Jan 2020	£23.93
13 Jan 2020	£23.93

Your Council Tax balance has increased by £272.68. These changes were notified on 18 June 2019 band determined on 1 August 2019.

Without Prejudice

The reason for the change is because of a change in income. The overpaid amounts have been calculated as follows:

COUNCIL TAX

Period	Duration	Prev Award	New Award	Weekly Amount	Total Amount
01.04.17 10.04.17	1 week 2 days	20.42	14.05	6.37	8.19
10.04.17 08.05.17	4 weeks	20.42	14.88	5.54	22.15
08.05.17 03.07.17	8 weeks	20.42	15.25	5.17	41.38
03.07.17 31.07.17	4 weeks	20.42	14.97	5.45	21.80
31.07.17 01.04.18	34 weeks 6 days	20.42	15.28	5.14	179.17

It is very important that you check the details in this letter and let us know if any are incorrect, if you want the decision explained or looked at again.

To appeal your Council Tax decision you should write to us stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

Yours sincerely,

Mark Bennett

Manager

6 September 2019

xxxx

Please quote this reference :
20480503/5133024

Dear xxxx,

Your awards for Housing Benefit and Local Council Tax Support have been reviewed.

Thank you for your email received 19.08.2019. You have requested an appeal of the decisions dated 06.06.2019 and 01.08.2019. These overpayments occurred due to a change in your earnings that you failed to notify me of. The decisions occurred as follows;

06.06.2019 – Your claim was being assessed based on the wage slips dated 26.06.2015 and 28.05.2015 which were received on the 21.07.2015, this calculated your average weekly earnings to £109.88. You received letters dated the 24.08.2015, 21.10.2016, 09.12.2016, 14.12.2016, 04.05.2017, 06.07.2017, 03.05.2018, 14.05.2018, 29.05.2018 and 30.04.2019 stating this was the earnings being used in your assessment, all these letters state

‘It is very important that you check the details in this letter and let us know if any are incorrect.’

I then received a file from Verify earnings and pension that advised me you had changed employers in October 2018 but had failed to notify me. Your claim was assessed on the 06.06.2019 for the period 04.06.2018 to 03.06.2019 as follows;

- 04.06.2018 to 03.09.2018 using an average of your June, July and August 2018 wage slips showing your average weekly earnings at £167.82 per week which is a £57.94 per week earning increase that I was not aware of.
- 03.09.2018 to 08.10.2018 your October wage slip was used showing your weekly earnings at £194.42 per week, which is an £84.54 per week/ £366.34 per month increase on the 2015 wage slips you had provided.
- 29.10.2018 – 06.05.2019 your earnings were amended to reflect the change in your employment. I note the wages received on the 05.05.2019 must be input for the month of April that they cover. I have amended this.
- 01.08.2019 – I received a letter from you on the 18.06.2019 asking me to look again at the decision dated the 06.06.2019, in this letter you stated your earnings increase was in line with minimum pay rise, as per the explanation above this is not the case it was a significant increase in your income and a change in employment which you failed to notify me of. You also provided your 2018 P60 which showed that from April 2017 your earnings were higher than the wage slips dated 26.06.2015 and 28.05.2015 wage slip being used in your assessment and that you no longer paid Childcare but had failed to notify me. Your claim has therefore been assessed as follows
- 03.04.2017 – 02.04.2018 – your claim is amended using your July 2017 wage slip, however your 2018 P60 shows a slightly lower figure so I have amended this and reduced the overpayment dated the 01.08.2019 by £30.78.
- 02.04.2018 – 03.06.2018 – your earnings were amended to reflect the pay slips you provided.
- 02.04.2018 – I also removed the childcare cost that was loaded on your claim and was detailed in all your award letters as above.
- The remaining payslips you provided showed the same amount I had used when assessing your claim on the 06.06.2019.

- On the 02.07.2019 you provided your June wage slip showing a decrease in your earnings and your claim was amended to reflect this from the 03.06.2019 and your July wage slip is being used going forward and you must notify me of any changes to your income or circumstances.

If you wish to continue with an appeal please provide the following information I will address each issue you have raised in your email

- No errors were made by my department

- The award has been done on DWP figures, however the DWP figures are information I receive regarding your Tax Credits as indicated in the letters, this does not tell me about any earnings.

- Your wage increases exceed the national minimum wage increases however even if they didn't it is still your responsibility to report all changes of circumstances to the Local Authority.

- I accept you have now provided all the information regarding the past changes in your circumstances however this does not mean the overpayment is not recoverable from you.

- It is your responsibility to notify of a change in your income and not a requirement that Charnwood Borough Benefits write to all benefit recipients asking them if they have had any changes in their circumstances.

- Your wage slips other than for the period 17/18 when your P60 has been used have been loaded as monthly figures for the period they cover.

- You state you were advised in a call that you were advised that the LA no longer automatically input minimum wage increases, however your new contract is paid at above the minimum wage and it is a claimant's responsibility to notify of all changes in their income.

- Unfortunately Charnwood is not able to take action against employers who do not pay the minimum wage however I would encourage any person in this situation to contact HMR&C to report the employer.

- Your Tax Credit award letter have advised you that if you are in receipt of Housing Benefit you must notify the Local Authority of your changes, however all the letters issued to you advise you to check the income used in your claim and notify the LA if it is incorrect, you have never notified me that it was incorrect for both your earnings and childcare costs.

Please note all the letters issued to you state that

'You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of

Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

As a benefit claimant it is not your responsibility to decide what should be reported and what should not, any changes in your income be it increase due to minimum wage or a change in a job must be reported.

Your Weekly Council Tax Reductions:

06 Apr 2017 to 10 Apr 2017	£14.23
10 Apr 2017 to 08 May 2017	£15.06
08 May 2017 to 03 Jul 2017	£15.43
03 Jul 2017 to 31 Jul 2017	£15.15
31 Jul 2017 to 01 Apr 2018	£15.46
01 Apr 2018 to 05 Apr 2018	£15.68
05 Apr 2018 to 09 Apr 2018	£15.68
09 Apr 2018 to 07 May 2018	£8.92
07 May 2018 to 14 May 2018	£9.13
14 May 2018 to 04 Jun 2018	£9.13
04 Jun 2018 to 11 Jun 2018	£9.70
11 Jun 2018 to 03 Sep 2018	£9.70
03 Sep 2018 to 08 Oct 2018	£4.38
08 Oct 2018 to 15 Oct 2018	£9.70
15 Oct 2018 to 29 Oct 2018	£23.11
29 Oct 2018 to 01 Apr 2019	£13.60
01 Apr 2019 to 04 Apr 2019	£11.07
04 Apr 2019 to 08 Apr 2019	£11.07
08 Apr 2019 to 06 May 2019	£10.68

Your Council Tax balance has decreased by £9.36. These changes were notified on 19 August 2019 by your correspondence, and determined on 6 September 2019.

Without Prejudice

The reason for the change is change in your earned income. The overpaid amounts have been calculated as follows:

COUNCIL TAX

Period	Duration	Prev Award	New Award	Weekly Amount	Total Amount
06.04.17 10.04.17	4 days	14.05	14.23	-0.18	0.00
10.04.17 08.05.17	4 weeks	14.88	15.06	-0.18	0.00
08.05.17 03.07.17	8 weeks	15.25	15.43	-0.18	0.00
03.07.17 31.07.17	4 weeks	14.97	15.15	-0.18	0.00
31.07.17 01.04.18	34 weeks 6 days		15.28 15.46	-0.18	0.00

It is very important that you check the details in this letter and let us know if any are incorrect, if you want the decision explained or looked at again.

If you think this decision is wrong you can appeal. To appeal your Housing Benefit decision you must appeal in writing, within one calendar month of the date of this letter, giving your reasons. Your appeal will then be heard by an independent tribunal.

To appeal your Council Tax decision you should write to us stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

Yours sincerely,

Mark Bennett

Manager

Reference 20480503/5140059/CL-ADJUSTMENT

Page 1 of 73

01 October 2019

xxxx

Please quote this reference : 20480503/5140059

Dear xxxx,

I refer to your email of 16th August 2019 stating that you wish to appeal against the Council's decisions about your housing benefit and disputing your Council Tax Support award on the same grounds.

I appreciate this letter includes a lot of information, if having read it you would like clarification or to discuss any of the details please telephone 01509 634858 and ask for my Appeals Officer, Cheryl Higgins.

To recap - on 18th June 2019 you asked for a revision of the Council's decision dated 6th June 2019. The decision was revised on 1st August 2019 but not favourably. On 16th August 2019 you appealed against the revised decision it was again revised on 6th September 2019 but again not favourably and you confirmed that you wished to continue your appeal to a tribunal.

Whenever I receive an appeal all the details of the case are checked to see if there are grounds to change the decision. I'm afraid I found no grounds to change the appealed decision favourably. However I have made the following changes:

1. As you had explained that did not have any child care costs I have removed them from the assessment of your entitlement from the date they had been included which was from 7th September 2019.

2. I have also corrected your earnings for the period 29th October 2018 to 1st April 2019 as a £0.97pw deduction for National Insurance had incorrectly been included.

3. I have amended your child maintenance to £114.04 from 14th May 2019 as I understand from the review letter your provided this was the weekly liability from 11th May 2019. This doesn't affect your entitlement as the full amount is disregarded when assessing Housing Benefit and Council tax support.

You will see that I haven't changed the amount of capital that is listed on the calculation pages as £283.74 in a santander account **2481. Provided you have capital of under £6000.00 it has no effect on the calculation of your entitlement. If you have closed the santander account and would like the capital listed updated please supply evidence of the amount you hold and the account it is held in.

Your Weekly Council Tax Reductions:

02 Dec 2016 to 13 Mar 2017	£19.25
13 Mar 2017 to 01 Apr 2017	£15.85
01 Apr 2017 to 10 Apr 2017	£7.23
10 Apr 2017 to 08 May 2017	£8.06
08 May 2017 to 03 Jul 2017	£8.43
03 Jul 2017 to 31 Jul 2017	£8.15
31 Jul 2017 to 01 Apr 2018	£8.46

COUNCIL TAX

Period	Duration	Prev Award	New Award	Weekly Amount	Total Amount
02.12.16 13.03.17	14 weeks 3 days	19.65	19.25	0.40	5.80
13.03.17 01.04.17	2 weeks 5 days	19.65	15.85	3.80	10.34
01.04.17 06.04.17	5 days	14.05	7.23	6.82	4.87
06.04.17 10.04.17	4 days	14.23	7.23	7.00	4.00
10.04.17 08.05.17	4 weeks	15.06	8.06	7.00	28.00

08.05.17 03.07.17	8 weeks	15.43	8.43	7.00	56.00
03.07.17 31.07.17	4 weeks	15.15	8.15	7.00	28.00
31.07.17 01.04.18	34 weeks 6 days	15.46	8.46	7.00	244.00

£381.01 has been added to your Council Tax account.

To appeal your Council Tax decision you should write to the Council's Benefit Service stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal. I note that you had queried whether your Council Tax Support included a discount for being the sole adult in your household. Council tax support entitlement is determined after any discount has been awarded. Your query regarding a discount is with the Council's Council Tax Department. If a discount is awarded your Council Tax Support entitlement will be reassessed to take this into account.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

Yours sincerely,

Mark Bennett

Manager

Reference 20480503/5153320/CL-ADJUSTMENT

Page 1 of 31

18 November 2019

xxxx

Please quote this reference : 20480503/5153320

Dear xxx

Your award for Local Council Tax Support has been reviewed.

Single Person Discount has been awarded and your Local Council Tax Support has been adjusted in line with your reduced Council Tax costs.

You continue to be entitled to Local Council Tax Support.

Your Weekly Council Tax Reductions:

02 Dec 2016 to 09 Dec 2016	£14.34
09 Dec 2016 to 09 Mar 2017	£14.34
09 Mar 2017 to 13 Mar 2017	£14.34
13 Mar 2017 to 01 Apr 2017	£10.93
01 Apr 2017 to 06 Apr 2017	£2.13
06 Apr 2017 to 10 Apr 2017	£2.13
10 Apr 2017 to 08 May 2017	£2.96
08 May 2017 to 29 Jun 2017	£3.33
29 Jun 2017 to 03 Jul 2017	£3.33
03 Jul 2017 to 31 Jul 2017	£3.05
31 Jul 2017 to 01 Apr 2018	£3.36

Your Council Tax balance has been increased by £350.43. The reason for this is the account has been amended by Council Tax. The amount has been calculated as follows:

Period	Duration	Prev Award	New Award	Weekly Amount	Total Amount
02.12.16 13.03.17	14 weeks 3 days	19.25	14.34	4.91	70.90
13.03.17 01.04.17	2 weeks 5 days	15.85	10.93	4.92	13.34
01.04.17 10.04.17	1 week 2 days	7.23	2.13	5.10	6.56
10.04.17 08.05.17	4 weeks	8.06	2.96	5.10	20.42
08.05.17 03.07.17	8 weeks	8.43	3.33	5.10	40.84
03.07.17 31.07.17	4 weeks	8.15	3.05	5.10	20.42
31.07.17 01.04.18	34 weeks 6 days	8.46	3.36	5.10	177.95

It is very important that you check the details in this letter and let us know if any are incorrect, if you want the decision explained or looked at again.

If you think this decision is wrong you should write to us stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days of any changes that may affect your entitlement. Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings or if someone leaves or joins your household. You may also lose entitlement if you do not tell us within 21 days of any changes. If you receive more Local Council Tax Support because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax.

Yours sincerely,

Mark Bennett

Manager

Reference 20480503/5155166/CL-ADJUSTMENT

Page 1 of 24

22 November 2019

xxx

Please quote this reference : 20480503/5155166

Dear xxx

Thank you for your letter that I received on 14th October 2019 and your email of 18th November 2019 with 11 payslips attached. My appeals officer is preparing your appeal documents and a full response to the queries you have raised. In the meantime I have reassessed your entitlement to enable the appeal to proceed based on your actual earnings.

I have reassessed your entitlement from 27th July 2015 to 3rd April 2017 on earnings calculated as follows:

27 Jul 2015 to 04 Apr 16

Payslip 26/02/2016 Gross Pay TD £6199.74

Less Payslip 26/06/2015 Gross Pay TD -1497.44

Pay for Jul 15 to Feb 16 (8months) $\text{£}4702.30 / 8 \times 12 / 52 = \text{£}135.64 \text{ pw}$

Weekly earned income £136.64

04 Apr 16 to 03 Apr 17

Payslip 27/01/2017 Gross Pay TD £6481.55

Pay for Apr 16 to Jan 17 (10 months) $\text{£}6481.55 / 10 \times 12 / 52 = \text{£}149.57 \text{ pw}$

Weekly earned income £149.57

Whilst it has no impact on this assessment I have also amended my records to show that you hold only one current bank account with M&S with a balance of £220.94. I have done this from 21.10.19 the Monday after I received the M&S bank statement.

You continue to be entitled to Local Council Tax Support.

Your Weekly Council Tax Reductions

02 Dec 2016 to 13 Mar 2017	£6.40
13 Mar 2017 to 01 Apr 2017	£2.99

Your Council Tax balance has increased by £136.11. These changes were notified on 18 November 2019 by your correspondence, and determined on 22 November 2019.

Without Prejudice

The reason for this change is that your earnings had changed since your entitlement was initially assessed. The overpaid amounts have been calculated as follows:

COUNCIL TAX

Period	Duration	Prev Award	New Award	Weekly Amount	Total Amount
02.12.16 13.03.17	14 weeks 3 days	14.34	6.40	7.94	114.56
13.03.17 01.04.17	2 weeks 5 days	10.93	2.99	7.94	
		21.55			

It is very important that you check the details in this letter and let us know if any are incorrect, if you want the decision explained or looked at again.

To appeal your Council Tax decision you should write to us stating why you think it is wrong. We will look at your award again and write to you with our decision. If we do not respond to you within two months, or if you are still not happy with our decision, you may appeal to the Valuation Tribunal.

You must tell the Benefit Section at Charnwood Borough Council, in writing, within 21 days, of any change that may affect your entitlement to Local Council Tax Support and within one calendar month of any change that only affects entitlement to Housing Benefit.

Some examples of changes that we will need to know about include:

increases in your or your partner's income/savings, if someone leaves or joins your household, and any changes in the amount of rent you pay. You may lose entitlement if you do not tell us within these timeframes. If you receive more Local Council Tax Support or have an overpayment of Housing Benefit because you did not tell us about any changes straightaway you will be sent a revised bill for Council Tax and an invoice for Housing Benefit which you will have to pay.

Yours sincerely,

Mark Bennett

Manager

]

From: xxxx

Sent: 12 August 2019 10:52

To: benefits@charnwood.gov.uk; council.tax@charnwood.gov.uk

Subject: Fwd: Overpayment 2040503/5113127

Good Morning,

Apologies for yet another email but I really would like this situation resolving asap.

So far I have sent two letters explaining fully why I think the overpayments before April 2019 should be overturned and if this is not agreeable by yourselves request it be sent to Tribunal.

However for this financial year now the problem has been highlighted obviously want my award to be correct.

I have pointed out that I still believe your calculations to be incorrect and have provided what I believe are the correct weekly income figures for myself in a previous letter and I have asked for this to be looked into and recalculated.

This morning I received yet another letter dated 7th August and the figures for my weekly income are still incorrect.

I have also pointed out how complicated and hard to understand I find your figures as they do not tally with my weekly income and ask that in this case you use a more simple way of explaining and showing the calculations.

Below I have enclosed an example of how I think it would be easy to show the calculations.

The figures are obviously examples as it needs to be recalculated but using these charts I can clearly see that an overpayment in housing benefit has been made and would be in credit for

Council Tax again only examples and aware a credit for council tax may not be the case once the awards have been correctly calculated.

I have ran my own business in the past and managed financial accounts for that business and also worked for the Tribunal Service for 10 years and in that time worked in the finance department for judicial claims so usually have a fairly good understanding of figures yet find yours completely confusing and no idea how you reach them.

If I have a fairly good understanding of figures and accounts but find your methods complicated and confusing for others it must be even more daunting.

The amount of stress this whole situation is causing me is absolutely ridiculous.

Please can my award from April 2019 be recalculated and shown in a way that is understandable like the spreadsheets attached. I would like this resolving as soon

as possible so I know where I am financially and to relieve the current stress that all this is causing

Regards

xxx

XXXXXX

Charnwood Borough Council

Benefits Department

PO BOX 185

Erith

DA8 9EW

25th November 2019

Overpayment 20480503/5153320

Dear Mr Mark Bennett,

Thank You for your letter dated 18th November 2019 explaining that now the error missing off the single person discount since December 2016 has been amended it has had an even further effect on the amount of council tax support that I am entitled to and increased my council tax balance by £957.46 however my online account shows £773.06 outstanding and the bills dated 19th November 2019 that arrived today with your letter add up to £636.95. Firstly, I am unsure which of the three figures is correct and what I actually owe? It is very confusing to me.

Secondly on your calculations I see that it still has the Santander Account and £283.74 net capital showing. I now know that this has no effect on the award amount but I did ask for this to be amended in June as I do not have this account and haven't for many years and when you wrote to me in October you advised me to get it removed I needed to send you a copy of my current bank statement which I did, yet Santander is still showing.

Also, I have provided all my financial information to you in June and submitted my 2016/17 wage slips as requested and I can still not get my weekly income figures to match most of your figures. I was told that you used my monthly wage slip $\times 12 / 52$ I have used that method and only match with your figures for 3 September 2018 – 8th October page 17 of your letter, however that figure should only be to the end of September and not include the first week of October. I also agree with your figures on Page 25 -30. I have listed the figures I can't get to match and the page number of your letter.

Page 4 you have the amount as £109.88 yet using my p60 divided by 52 like you have for the 2017 figures I get £149.33 using my monthly wage slips I get Dec'16-£144.00, Jan'17-£153.97, Feb'17-£144.00 and Mar'17 £152.31. None of these match the figure you have used.

Page 6 you have used my P60 and used the same weekly figure for the whole year and you get £157.38 and I get £157.37. As you have used this method for this financial year confused as to why you haven't used this method for all years or used monthly wage slips for all years. Using two different methods again makes all this very confusing.

Page 11 using the P60 for 2018-2019 I get the weekly figure to be £163.40 but your figures show £170.12. I used my April 2018 wage slip and get the amount to be £166.50 again not matching the one you have used this applies also for page 12 of your letter.

Page 13 & 14 you have the weekly figure as £170.12 for May, unfortunately I do not have the wage slip to check this as I have misplaced it.

Page 15 & 16 covers 4th June to 3 September 2018 and you use the figure £168.61 and 0.79 national insurance. Using my June wage slip I get £169.22 and 0.54 national insurance. July's wage slip is missing but August I get £166.50.

Page 18 you have my weekly figure as £168.61. I worked for Small World Nursery up to the 12th October and had half term week off as I am term time only before starting at Castle View on 22nd October. Half term will have been covered in the Small World Wage slip I am guessing as my wages are spread across the year to cover holidays and will have been owed pay for previous hours worked/holiday entitlement in that wage slip. Adding the two wage slips together I get my weekly figure to be £170.40 and separately using the $\times 12 / 52$ method get Small world to be £106.71 and £63.69 for Castle View. If the Small World wage slip was divided by two to cover the two weeks worked that month I get £231.21 and if it is by three to cover the half term week get £154.13 again none of these figure match yours.

Page 19 you have from 15th October – 29th October as no weekly income at all. My half term should be covered in the wage slip from Small World and if not, I started working at Castle View on 22nd October so only one week with no income.

Page 20 you have from 29th October 2018- 1st April 2019 with my weekly income as £149.12. Using the P60 method I get £163.40. Using my wage slips I get Nov & Dec '18- £150.74, Jan'19 £153.45, Feb'19 £150.74 and March '19 - £139.90 again not matching your figures.

Page 21-22 April 1st – 6th May'19 your figure is £165.14 but using April's wage slip I get £162.78

Page 23-24 6th May- 3rd June your figure is again £165.14 but using May's wage slip I get £167.30

On page 31 you have based figures on my latest payslip and have the figure £106.87 but I get £109.67.

Also, in your calculations it shows different amounts for my tax credits but as far as I am aware, I get the same figure every four weeks for the whole year.

I have submitted my calculations to you previously and had no response as to how you get your figures but I have used the method I was told you used by your colleague Sarah Wilson so can't understand why half of them are different.

I agree that there has been an error calculating my award and that there will be an outstanding amount for previous years, however this is down to an error in your department not paying due care and attention when processing my award. This has not been through any fault of my own. I trusted the bills issued to me at the time to be correct and paid them in full. I have never been behind with my council tax in the 18 years I have been paying it. Only the last six have been single occupancy and the last four had further support.

As the errors were made by the department when calculating my award feel it unfair that I am now left with a huge bill from previous years.

Even if you did use the figures that I believe are correct to calculate the award and I completely agree with the calculations it does not change the fact that this error is your mistake and not mine and therefore wish for it to go to Tribunal either alongside the Housing Benefit Tribunal or to the separate Valuation Tribunal if that is the correct process.

This based on: -

Department error not applying 25% single person discount from December 2016- November 2019. When I raised my concern that I was unsure if it had been added or not was told to submit a new claim online which I did to be told some weeks later that they were unable to locate the online application I did forward the confirmation email I got with the reference number. I then had to print and sign a copy before it to be actioned as the online one went missing. Another department error.

I still can't get my weekly income figures to match yours no matter what I try- complicated and confusing. If any of my figures are correct, then award is still incorrect.

I gave you all my information in June and it has been recalculated at least three/four times since again showing further errors have been made calculating my award even when provided with all my financial information

This overpayment has occurred due to you calculating my award on two payslips from 2015. The letters you sent with my award amount do not state minimum wage increases are not taken into

account which is all I had received up until I was promoted 29th April 2019. I thought they had been taken into account automatically and that my award was correct. When I spoke to your colleague in August, I was told it was taken into account but then you stopped. Again, your letters do not make that situation clear. When I was promoted April 2019 the first full wage slip I received at this rate was paid to me on 5th June 2019 and you were notified of this in my letter dated 16th June so within the 21 days that you request on the award letters.

I did not notify you of my change of employer in October 2018 as this was not a beneficial change as I was working two hours a week less and my wages went down. I thought only beneficial changes needed reporting and apologise if this was incorrect and have previously apologised for this.

My award letters said based on Tax Credit Figures which are correct. I thought you had all the relevant information you needed and had no idea that you had still been calculating my award based on a wage slip four years old and that errors had been made.

I have been completely transparent and provided anything requested of me and I submitted all the financial information I had to you in June convinced you had all the information you required, and it must be a mistake. Since you explained how this error occurred I now agree an overpayment has been made but I have spent hours trying to understand and match the figures you use and still have no idea where half the figures you used have come from.

The stress this situation has caused me and my family has been incredible and I wish to proceed to tribunal as soon as possible as this hanging over me is hindering my recovery and full return to work and causing tremendous amounts of stress as my award is recalculated and amended all the time I have no idea where I am financially from one minute to the next.

As I feel this outstanding amount whatever the figure maybe has arisen due to you not paying due care and attention when processing my claim and not my error that caused this situation request that until this has been heard by Tribunal that no requests for payments are made.

I will make payments from January 2020 to clear this financial year as the bill dated 19th November states and if an independent tribunal finds I am liable for the previous years will then arrange to make affordable monthly payments to clear the outstanding amount once the appeal has been heard.

I hope that this can proceed to Tribunal as soon as possible as this situation has been ongoing since June this year and I really do not know how much more of this I can take and wish for it to be resolved urgently

Regards

xxxxx

xxxx

Reply to: Charnwood Borough Council
Benefits Dept
PO Box 185
ERITH
DA8 9EW

Telephone: 0345 6091258

Email: charnwood.benefits@secure.capita.co.uk
Fax: 01509 634839

My Ref: BE/Miss C Higgins
Date: 05 December 2019

Dear xxx

Housing Benefit/Local Council Tax Support Reference:
20480503 Re: xxxx

Thank you for your email in response to my decision letter dated 22nd November 2019.

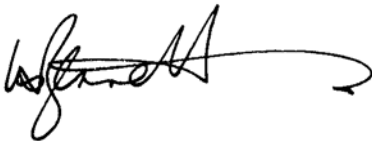
Council tax support appeal

I have considered all the points you have made but found no grounds to change my decision dated 22 November 2019 regarding your council tax support entitlement. I am satisfied that your entitlement to council tax support has been correctly calculated under this Council's Council Tax Support scheme. A copy of the scheme is on the Council's website.

If you are need help to pay your Council Tax Bill in addition to the Council tax support you receive further help is available through Discretionary Council Tax Support you can apply for this online at <https://www.charnwood.gov.uk/pages/discretionaryhousingpayments>

If you still disagree with my decision about your Council tax support you have the right to appeal to an independent body, the Valuation Tribunal. You cannot appeal to the Valuation Tribunal about the rules that the Council has put in its scheme only about how the rules have been applied to your case. To appeal you will need to fill in an appeal form. You must send your appeal to the Valuation Tribunal within two months of the date of this decision. You can do this on line at www.valuationtribunal.gov.uk .

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Bennett', with a long horizontal flourish extending to the right.

Mr Mark Bennett

Benefits Manager

For and on behalf of Charnwood Borough Council

Enquiries in person to – Council Offices, Southfields Road, Loughborough, Leicestershire

Opening hours 8.30am – 5.00 pm Mon – Thu 8.30 am – 4.30 pm Fri.

Appeal

7 Your appeal - Liability for the council tax

I wrote to the council about my council tax problem on:

25-11-2019

The council wrote back to me on (date):

05-12-2019

Please send us a copy of their letter.

If the council has not written back to you within two months, please tick this box.

☐

8 Please use the space below to explain why you want to appeal (grounds) and the period in dispute.

I would like to appeal the recent council tax bills that have been issued to me from June this year up to November this year for the period Dec 2016-March 2018. These bills have arisen due to the Housing Benefit Department calculating my Council Tax Support incorrectly from the month I applied up until this year and not applying my 25% discount when I moved in December 2016.

I am awaiting a hearing date for a Tribunal for an overpayment in Housing Benefit also which again occurred due to them not paying due care and attention when processing my award and department error. As it is their error that has seen these bills occur feel it is their responsibility and that I am not liable for them. The bills that were issued to me at the time have always been paid in full and I believed them to be correct so request that those bills are reinstated and all bills since the error highlighted in June are overturned due to it being their error and not my own.

I have included the letter sent to the council stating my grounds for this appeal and the additional information sent to the Tribunal with regards to the Housing Benefit as it is that that caused these bills and feel the two are linked

..

From: [REDACTED]
Sent: 12 January 2021 14:49
To: benefits@charnwood.gov.uk
Subject: FAO : Sarah Williams

[Download Attachment](#)
[Available until 11 Feb 2021](#)

Dear Sarah Williams

Thank you for your email yesterday but after our zoom meeting I reread the decision notice and I have written to the judge asking for direction to clarify what is included in the decision and will wait for his response .

In the meantime can you please provide me with the new figures mentioned yesterday for my records? I know you mentioned they had been calculated again and show I would now owe the department but you didn't mention how much? I also am not sure if this is because the recoverable amount from April 2019 rose from £960.98 that you mentioned in your email dated 18/9 or if it is because the calculations now show less than the £1028.60 that you mentioned had already been recovered? If I could have these figures for my records I would be grateful. With a list of the amounts recovered from my benefit and when? I tried to write down the figures you gave during the call but to be honest the decision notice threw me and I wasn't prepared for all the new information you gave to me and felt overwhelmed with it all.

Having read the notice again it clearly states in paragraph 5 ALL overpayments are down to the department error apart from any that occurred after my pay rise on 29th April 2019 due to my promotion and that I had already taken responsibility for this and repaid it.

Hence why I have written to the judge to clarify if this does included invoices for the 6.6.19, 1.8.19 and 30.9.19 as well as 22.11.19 as I believe or if it only covers the final invoice 22.11.19 as you believe and could go to appeal again.

Apologies this is still ongoing but hopefully the judge can clarify and give us direction as I clearly don't understand your figures still and we now disagree on what is meant in the decision notice too.

I am hoping he can get this resolved fully for us both .

I have also attached the additional evidence for the Valuation Tribunal should that go to hearing, please can I also have a copy of the amounts paid in council tax since July 2015 as my records show I have paid £150.31 more than your records show. I also have seen on the invoice April 2016-December 2017 there is a refund for £177.55 can someone explain to me what this is? I have checked my accounts and can not find any refund being paid to myself for this amount.

I look forward to this all being resolved as soon as possible. Thank you for your time trying to get it all sorted it has been a nightmare situation but I still fully believe this is all down to department error and not my own. It has caused so much stress and anxiety as nothing ever tally's and adjustments are made constantly with no evidence as to where the figures come from or valid explanation as to why they don't match your online figures. This should be clear and easy for a claimant to follow and they aren't and it isn't fair how can a claimant know if figures are correct if they are impossible to understand and different to what their online account shows?

Kind Regards

From: Williams, Sarah (LGS)
Sent: 12 January 2021 16:10
To: [REDACTED]
Subject: FW: FAO : Sarah Williams

Dear [REDACTED]

Thank you for your email below I am really disappointed that we are still unable to agree on the figures on this case, as such I will contact the Tribunal also and request the judge confirms which decision is unrecoverable and how much he believes should be returned. Please note if he is specific to the decision date the 22.11.2019 when he responds and calculates the figures I will have to adjust the other overpayments to recoverable unless he is specific in his decision. I will contact you once I have a decision from them regarding this matter.

Regarding your Council Tax account if you do not agree with the outstanding balance regarding payments you have made you will need to contact the Council Tax department direct.

I will of course forward the attached documents to the valuation tribunal with the submission and provide a copy to you.

I will be in touch in due course.

Many thanks.

Sarah Williams

Sarah Williams
Senior/Technical Officer

(15)

From: [REDACTED]
Subject: Account 74148579 & 73969548
Date: 4 Jan 2021 at 19:19:37
To: council.tax@charnwood.gov.uk

To Whom it Concerns,

I have a Tribunal for the above accounts on the 1st March and I am trying to get all my information together and submit any further grounds I may have. In order to do so please can I have a copy of my council tax bills for the above accounts from 2015 - 2020?

Also can I have an up to date Payment agreement for the above accounts showing payments of £30 towards each account up to 1st March 2021 so I can see what will be left to pay after the hearing should I not win my appeal?

Please can I also have a list of all the individual payments I have made since October 2015 up to the 1st March 2021?

To make sure that it is the same as my own records.

Lastly on my adjusted bill dated 2/9/20 for account no [73969548](#) for 1.4.16-13.12.16 it mentions £177.55 total amount refunded for this notice period and has been added back onto the amount owed leaving £282.14 rather than £104.59. Please can you explain to me what this £177.55 is? I have looked all through my bank accounts and can not see that this amount has ever been paid to me? If I have received this payment according to your records please can you tell me when and how it was issued so I can recheck my bank account.

Thank you for your time
Kind Regards
[REDACTED]

Information requested 4th Jan
So can double check spreadsheet.
figures are correct and amend if
needed before hrg.

Further Evidence for Council Tax Support Valuation Tribunal VT00000923

To whom it concerns

As I explained in my supporting documents emailed to charnwood council on 14/6/2020 I am appealing against the amount added to my council tax bills from December 2016 to April 2019 as they arose due to official error by the housing benefit department not correctly calculating my award linked to the housing benefit tribunal that I submitted after their error was identified in June 2019 I have won the Housing Benefit Tribunal relating to this and enclosed the decision from the judge that agreed all overpayments occurred due to their error and not my own. This error actually went right back to when my claim first started in July 2015 and these council tax bills have been amended too and therefore I ask that the Tribunal looks at the claim from the beginning of my council tax support in July 2015 rather than December 2016 at the time I submitted the appeal I thought errors were only from when I moved to [REDACTED] and did not then know that it also included [REDACTED]. As these adjustments all link to the errors made by the department that were originally identified in June 2019 and linked to the Tribunal I have won ask these also be taken into account as mentioned previously they all arose because of their original error and therefore feel it only fair they are also taken into account please. Had my award been calculated correctly in the first place this would not have happened and as it is only their errors that have caused these additions to my bills feel that they should be responsible for them and not myself. I have enclosed a spreadsheet that shows the original bills add up to £ 1315.54 and my records show since July 2015 I have paid £2965.78 therefore request the difference of £1651.24 be returned to myself.

I have requested a copy of latest bills from the council and a record of my payments that have recorded so I can check these figures tally at the moment there is a refunded mentioned on bill for 01/04/2016-13/12/2016 that I have no record of receiving that has been added to the bill for some reason and according to the amount I still owe according to the council and what I believe is still owed there is a difference of £150.31 and I am unsure why.

I have included all the bills that I have used for all my calculations.

I had also asked that a copy of the Housing Benefit Tribunal papers are also submitted as support toward this appeal as the errors that arose in this appeal are what has caused the adjustments to the council tax support and as the housing benefit is not recoverable from myself feel that they should also be liable for the council tax support element as it is their official error that caused them.

Kind regards

[REDACTED]

COUNCIL TAX BILL - 2015/2016

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU

Telephone 0845 6091258 for Council Tax enquiries

Fax Number (01509) 634880

**Charnwood**

ACCOUNT NUMBER 73969548

DATE OF ISSUE 28 August 2015

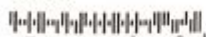
PROPERTY BAND C

PROPERTY TO WHICH THIS BILL RELATES (if different)

11028.00013101-00



CBC_CT



Original Bill

The Council Tax bill issued to you on 31 July 2015 needs amendment because your method of payment has changed.

Council Tax due for period 15.07.2015 to 31.03.2016
25% discount for period 15.07.2015 to 31.03.2016
as only one adult is resident
Less Council Tax Support Reduction

£

£947.04

-£236.76

-£510.29

Amount Due £199.99

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in CASH at any outlet displaying the PayPoint sign or at a Post Office for **FREE** by CASH, CHEQUE or DEBIT CARD. Please show the barcode below. Please see overleaf for alternate ways to pay.



8820183811873900642

INSTALMENT DETAILS

Payment by direct debit from bank ac number ****2481 on:-

03 Oct 2015	£34.99
03 Nov 2015	£33.00
03 Dec 2015	£33.00
03 Jan 2016	£33.00
03 Feb 2016	£33.00
03 Mar 2016	£33.00

**IMPORTANT
INFORMATION**

Paid

PAYMENT LINE
To make a payment for this account on the Council's Payment Line telephone (01509) 634666

COUNCIL TAX BILL - 2016/2017

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839



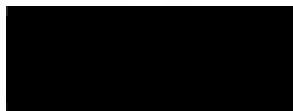
Charnwood

ACCOUNT NUMBER 73969548

DATE OF ISSUE 11 March 2016

PROPERTY BAND C

PROPERTY TO WHICH THIS BILL RELATES (if different)



Original Bill

Letter
Set 2

How the tax is arrived at for your property.
Overall percentage increase this year is 3.8%

Leicestershire County Council
Leicestershire County Council*
Police and Crime Commissioner
Combined Fire Authority
Charnwood Borough Council
MOUNTSORREL

*The council tax attributable to Leicestershire County Council includes a precept to fund adult social care.

Total for year

Council tax due for period 01.04.2016 to 31.03.2017
25% discount from 01.04.2016 to 31.03.2017
as only one adult resident

Less Council Tax Support Reduction

£	% increase
£982.87	2.0%
£19.27	---
£163.18	2.0%
£54.77	2.0%
£95.19	4.4%
£62.63	5.4%

£1377.91

£1377.91

-£344.48

-£843.69

Amount Due £189.74

IF YOU ARE NOT PAYING THIS BILL BY DIRECT DEBIT

You can pay this bill for **FREE** in CASH at any outlet displaying the PayPoint sign or at a Post Office for **FREE** by CASH, CHEQUE or DEBIT CARD. Please show the barcode below. Please see overleaf for alternate ways to pay.



9826190011913990942

INSTALMENT DETAILS

payment by direct debit from bank ac number ****2481 on:-

03 Apr 2016	£18.74
03 May 2016	£19.00
03 Jun 2016	£19.00
03 Jul 2016	£19.00
03 Aug 2016	£19.00
03 Sep 2016	£19.00
03 Oct 2016	£19.00
03 Nov 2016	£19.00
03 Dec 2016	£19.00
03 Jan 2017	£19.00

PAYMENT LINE

To make a payment for this account on the Council's Payment Line telephone (01509) 634935

IMPORTANT INFORMATION

Paid

COUNCIL TAX BILL - 2016/2017

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0145 6091258 for Council Tax enquiries
Fax Number (01509) 634839



ACCOUNT NUMBER	74148579
DATE OF ISSUE	14 December 2016
PROPERTY BAND	B
PROPERTY TO WHICH THIS BILL RELATES (if different)	

CBC_CT

letter
set 2

Original Bill

The Council Tax bill issued to you on 13 December 2016 needs amendment because there has been a change in your Council Tax Support Reduction.
Council Tax due for period 02.12.2016 to 31.03.2017
Less Council Tax Support Reduction

£396.38
- £336.92

Previous bills I wish to be
reinstated

- 1) as award was miscalculated by
housing benefit department errors
- 2) 25% not been included since
I moved house 2nd Dec
2018, 2019 bills already submitted

Amount Due £59.46

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in
CASH at any outlet displaying the
PayPoint sign or at a Post Office
for **FREE** by CASH, CHEQUE or
DEBIT CARD. Please show the
barcode below. Please see
overleaf for alternate ways to pay.



9820100811874148575

INSTALMENT DETAILS

Bill is not currently paid by
Direct Debit. Pay as follows:-
01 Jan 2017 £29.46
01 Feb 2017 £30.00

**IMPORTANT
INFORMATION**

Paid

PAYMENT LINE

To make a payment for this account on the
Council's Payment Line telephone
(01509) 634555

COUNCIL TAX BILL - 2017/2018

Issued by Charnwood Borough Council
Benefits and Revenue Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839



ACCOUNT NUMBER	74148579
DATE OF ISSUE	4 April 2017
PROPERTY BAND	B

PROPERTY TO WHICH THIS BILL RELATES (if different)



Original bill
Charnwood Set 2

The Council tax bill issued to you on 10 March 2017 needs amendment because your instalments have been rescheduled.
Council Tax due for period 01.04.2017 to 31.03.2018
Less Council Tax support Reduction

£
£1252.70
-£1064.80

Amount Due £187.90

IF YOU ARE NOT PAYING THIS BILL BY DIRECT DEBIT

You can pay this bill for FREE in CASH at any outlet displaying the PayPoint sign or at a Post Office for FREE by CASH, CHEQUE or DEBIT CARD. Please show the barcode below. Please see overleaf for alternate ways to pay.



000180611874148579

INSTALMENT DETAILS

Payment by direct debit from bank ac number ****3748 on:-
25 Apr 2017 £25.90
25 May 2017 £18.00
25 Jun 2017 £18.00
25 Jul 2017 £18.00
25 Aug 2017 £18.00
25 Sep 2017 £18.00
25 Oct 2017 £18.00
25 Nov 2017 £18.00
25 Dec 2017 £18.00
25 Jan 2018 £18.00

PAYMENT LINE

To make a payment for this account on the Council's Payment Line telephone (01509) 634555

IMPORTANT INFORMATION

Paid

COUNCIL TAX BILL - 2018/2019

Issued by Charnwood Borough Council
Benefits and Revenue Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839

**Charnwood**

ACCOUNT NUMBER 74148579

DATE OF ISSUE 9 March 2018

PROPERTY BAND B

PROPERTY TO WHICH THIS BILL RELATES (if different)

*Original Bill**Letter Set 2*

How the tax is arrived at for your property.
Overall percentage increase this year is 13.2%

Leicestershire County Council
Leicestershire County Council*
Police and Crime Commissioner
Combined Fire Authority
Charnwood Borough Council
MOUNTSORREL

*The council tax attributable to Leicestershire County
Council includes a precept to fund adult social care.

Total for year

Council Tax due for period 01.04.2018 to 31.03.2019

Less Council Tax Support Reduction

£

% increase

£904.71 3.0%

£61.76 3.0%

£154.96 6.4%

£50.33 3.0%

£91.07 4.5%

£154.83 161.7%

£1417.66

£1417.66

-£1205.01

Amount Due £212.65

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in
CASH at any outlet displaying the
PayPoint sign or at a Post Office
for **FREE** by CASH, CHEQUE or
DEBIT CARD. Please show the
barcode below. Please see
overleaf for alternate ways to pay.



8020180811874148579

INSTALMENT DETAILS

Payment by direct debit from
bank ac number ****1748 on:-

25 Apr 2018	£23.65
25 May 2018	£21.00
25 Jun 2018	£21.00
25 Jul 2018	£21.00
25 Aug 2018	£21.00
25 Sep 2018	£21.00
25 Oct 2018	£21.00
25 Nov 2018	£21.00
25 Dec 2018	£21.00
25 Jan 2019	£21.00

PAYMENT LINE

To make a payment for this account on the
Council's Payment Line telephone
(01509) 634835

**IMPORTANT
INFORMATION***Paid**87*

COUNCIL TAX BILL - 2019/2020

Issued by Charnwood Borough Council
Benefits and Revenue Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839



ACCOUNT NUMBER 74148579

DATE OF ISSUE 8 March 2019

PROPERTY BAND B

PROPERTY TO WHICH THIS BILL RELATES (if different)

0620150611074148579
0620150611074148579

Original Bill

Letter
set
2

How the tax is arrived at for your property.
Overall percentage increase this year is 3.8%

Leicestershire County Council
Leicestershire County Council*
Police and Crime Commissioner
Combined Fire Authority
Charnwood Borough Council
MOUNTSORREL

*The Council tax attributable to Leicestershire County
Council includes a precept to fund adult social care.

Total for year

Council Tax due for period 01.04.2019 to 31.03.2020

Less Council Tax Support Reduction

£

% increase

£933.61	3.0%
£71.42	1.0%
£173.62	12.0%
£51.83	3.0%
£94.96	4.3%
£146.38	-5.5%

£1471.82

£1471.82

-£1251.05

Amount Due £220.77

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in
CASH at any outlet displaying the
PayPoint sign or at a Post Office
for **FREE** by CASH, CHEQUE or
DEBIT CARD. Please show the
barcode below. Please see
overleaf for alternate ways to pay.



0620150611074148579

INSTALMENT DETAILS

Payment by Direct Debit from
bank ac number ****1748 on:-

25 Apr 2019	£22.77
25 May 2019	£22.00
25 Jun 2019	£22.00
25 Jul 2019	£22.00
25 Aug 2019	£22.00
25 Sep 2019	£22.00
25 Oct 2019	£22.00
25 Nov 2019	£22.00
25 Dec 2019	£22.00
25 Jan 2020	£22.00

PAYMENT LINE

To make a payment for this account on the
Council's Payment Line telephone
(01509) 634555

**IMPORTANT
INFORMATION**

paid
paid
cheque paid

8/6

COUNCIL TAX BILL - 2015/2016

Issued by Charnwood Borough Council
Benefits and Revenue Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839

**Charnwood**

ACCOUNT NUMBER 73969548

DATE OF ISSUE 2 September 2020

PROPERTY BAND C

PROPERTY TO WHICH THIS BILL RELATES (if different)

Adjusted bill
Letters Set 1

The council Tax bill issued to you on 31 July 2015 needs amendment because there has been a change in your council Tax support reduction.

Council Tax due for period 15.07.2015 to 31.03.2016
25% discount for period 15.07.2015 to 31.03.2016
as only one adult is resident
Less council Tax Support Reduction
Less Payments

£
£947.04
-£236.76
-£120.03
-£229.99

Amount Due £360.26

MANUAL PAY METHODS

To make a payment for this
Account on the Council's
Payment Line telephone
(01509) 634555

You can make payments for FREE
in CASH at any outlet displaying
the Paypoint sign or at the post
office for FREE by CASH.
CHEQUE OR DEBIT CARD
Please show the barcode below



0620100011073009542

INSTALMENT DETAILS

Manual instalments are due
as shown below:-

06 Dec 2019 £360.26

Phone now to change to
DIRECT DEBIT the easy way to pay.

**IMPORTANT
INFORMATION**

An additional sum of £282
is outstanding for other
notice periods.
Your overall account balance
is therefore £642.40.

39

COUNCIL TAX BILL - 2016/2017

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU

Telephone 0345 6091258 for Council Tax enquiries

Fax Number (01509) 634839

**Charnwood**

ACCOUNT NUMBER 74148579

DATE OF ISSUE 2 January 2020

PROPERTY BAND B

PROPERTY TO WHICH THIS BILL RELATES (if different)

Adjusted Bill set 1

The Council Tax bill issued to you on 13 December 2016 needs amendment because there has been a change in your Council Tax Support Reduction.

Council Tax due for period 02.12.2016 to 31.03.2017

25% discount for period 02.12.2016 to 31.03.2017

as only one adult is resident

Less Council Tax Support Reduction

Less Payments

£

£396.38

-£99.10

-£100.43

-£64.70

Amount Due £132.15

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in CASH at any outlet displaying the PayPoint sign or at a Post Office for **FREE** by CASH, CHEQUE or DEBIT CARD. Please show the barcode below. Please see overleaf for alternate ways to pay.



0620190811814148075

INSTALMENT DETAILS

Bill is not currently paid by Direct Debit. Pay as follows:-
06 Dec 2019 £132.15

PAYMENT LINE

To make a payment for this account on the Council's Payment Line telephone (01509) 634855

**IMPORTANT
INFORMATION**

An additional sum of £582.61 is outstanding for other notice periods. Your overall account balance is therefore £714.76.

41

COUNCIL TAX BILL - 2018/2019

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091250 for Council Tax enquiries
Tax Number (01509) 634839

**Charnwood**

(11)

ACCOUNT NUMBER 74148579

DATE OF ISSUE 19 November 2019

PROPERTY BAND B

PROPERTY TO WHICH THIS BILL RELATES (if different)

Adjusted Bill

Set 1

The Council Tax bill issued to you on 9 March 2018 needs amendment because there has been a change in your Council Tax Support Reduction.
Council Tax due for period 01.04.2018 to 31.03.2019
25% discount for period 01.04.2018 to 31.03.2019
as only one adult is resident
Less Council Tax Support Reduction
Less Payments

£
£1417.66
-£354.42
-£287.31
-£510.02

Amount Due £265.91

**IF YOU ARE NOT PAYING THIS
BILL BY DIRECT DEBIT**

You can pay this bill for **FREE** in CASH at any outlet displaying the PayPoint sign or at a Post Office for **FREE** by CASH, CHEQUE or DEBIT CARD. Please show the barcode below. Please see overleaf for alternate ways to pay.



9825 1606 11874 148579

INSTALMENT DETAILS

Bill is not currently paid by Direct Debit. Pay as follows:-
02 Dec 2019 £265.91

**IMPORTANT
INFORMATION**

An additional sum of £371.04 is outstanding for other notice periods.
Your overall account balance is therefore £636.95.

PAYMENT LINE

To make a payment for this account on the Council's Payment Line telephone (01509) 634555

COUNCIL TAX BILL - 2019/2020

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839

**Charnwood**

12

ACCOUNT NUMBER	74148579
DATE OF ISSUE	16 March 2020
PROPERTY BAND	8

PROPERTY on account THIS BILL will have to be paid

The Council Tax bill issued to you on 8 March 2019 needs amendment because there has been a change in your Council Tax Support Reduction.

Council Tax due for period 01.04.2019 to 15.02.2020
25% discount for period 01.04.2019 to 15.02.2020
as only one adult is resident
Less Council Tax Support Reduction
Less Payments

£

£1290.86

-£322.72

-£503.34

-£398.70

Amount Due £65.10

paid

MANUAL PAY METHODS

To make a payment for this
Account on the Council's
Payment Line telephone
(01509) 634555

You can make payments for FREE
in CASH at any outlet displaying
the Paypoint sign or at the post
office for FREE by CASH.
CHEQUE OR DEBIT CARD
Please show the barcode below



9028100011874148579

INSTALMENT DETAILS

This notice is subject to an
arrangement.

Phone now to change to
DIRECT DEBIT the easy way to pay.

**IMPORTANT
INFORMATION**

An additional sum of £492.85
is outstanding for other
notice periods.
Your overall account balance
is therefore £558.95.

03045 6091258
01509 634839



Reply to: Charnwood Borough Council
Council Tax Department
PO Box 184
Erlith
DA8 9EU

Telephone: 0345 6091258
Email: charnwood.counciltax@secure.capita.co.uk
Fax: 01509 634839

My Ref: CT/VM
Date: 09 November 2020

Set 3

RE

Council Tax Account: 74148579

Re: [Redacted]

I write in reply to your email dated 20th October 2020.

I can confirm that the following balance's due on your account:

- Council Tax period 01.04.2017 to 31.03.2018 £48.13 £18.13
- Council Tax period 01.04.2018 to 31.03.2019 £204.72 204.72 = 222.85
- Council Tax period 01.04.2019 to 16.02.2020 £88.10 Paid



Any payments made to the account will automatically go to the oldest debt if the payment does not match an instalment due. Therefore, all the payments that have been made since 30th April 2020 have been reducing the 01.04.2017 to 31.03.2018 debt. An adjustment notice was issued on 16th March 2020 advising that £88.10 was due.

Please note that the payments are allocated to the account number given at the time of making the payments. If you wish for any payments to be transferred to your linked account, please advise.

In order to set an arrangement on the total balance of account 74148579, please complete the attached financial statement.

I trust this clarifies the matter.

£222.85
- 30.00

£192.85
30.00 Feb
30.00 March

£192.85 + confirmed
outstanding
on Zoom
call
11.1.2021



£132.85

OFFERED BY PEOPLE

Working in Partnership with

CAPITA
LOCAL GOVERNMENT SERVICES

Page 1 of 3

Issued by Charnwood Borough Council
Southfield Road, Loughborough, Leicestershire, LE11 2TU.
Ask for: Enforcement Section
Direct Line: 01509 63484/65
Email: council.tax@charnwood.gov.uk
Fax: 01509 634639



14

ACCOUNT NUMBER	73969548
DATE OF ISSUE	17 September 2020

PROPERTY TO WHICH THIS NOTICE RELATES (if different)



Council Tax Payment Arrangement

As recently agreed, the following payments are due to be paid as listed.
Please refer to the METHODS OF PAYMENT on the reverse of this notice for
details on how/where to make the payments.

Due Date	Amount	Due Date	Amount
01 Oct 2020	£30.00	01 Jan 2021	£30.00
01 Nov 2020	£30.00	01 Feb 2021	£30.00
01 Dec 2020	£30.00	01 Mar 2021	£492.40
- 30 = £462.40 left to pay			

This arrangement covers the amount of £642.40 due in respect of amounts
outstanding for the periods:

15 Jul 2015	to	31 Mar 2016
01 Apr 2016	to	13 Dec 2016

If you have any enquiries regarding this payment arrangement please contact the
Revenues Office on the above direct line immediately.

Confirmed on zoom call 11.1.2021

£522.40 still owed

- 30.00 Feb

30.00 March

£462.40 left to pay



PAYMENT LINE: TELEPHONE 01509 63455
24 HOURS A DAY ALL YEA
Visit us at www.charnwood.gov.uk



DEDICATION IN PEOPLE

National Insurance number: [REDACTED]
Reference number: SC314/19/02145
Date: 10/09/2020

About your HOUSING BENEFIT appeal

A tribunal heard your appeal on 28/05/2020 at Birmingham Civil Justice Centre. I enclose the decision notice.

I also enclose notes about the decision which explains:

- * what happens now that you have a decision; and
- * what you can do if you are not satisfied with the decision.

If you need to contact me, please quote your appeal reference number which is at the top of this letter.

Yours sincerely

Christy Simpson
Clerk to the Tribunal

Further Evidence
Submitted to the
Council on 14/6/20

To Whom it may concern,

Please see the attached that I would like adding as supporting documents to my Council Tax Tribunal/ Valuation Appeal

I am appealing against the council tax bills that have been issued to me since June 2019 for the period July 2015 to April 2019. I have asked that the bills are returned to the original amounts as the amendments to the bills arose due to department error and not my own.

The housing benefit department calculated my council tax support award incorrectly it is this error that has meant my original bills have been amended several times since their error was discovered in June 2019.

As I believed the bills submitted at the time were correct and paid them in full feel it unfair and unjust that their error has seen them be adjusted and left me with huge bills to pay when it has been through no fault of my own.

I have been to Tribunal regarding the housing benefit overpayment that their error also caused and won my appeal. The judge found the overpayment arose due to department error and I was not responsible and has requested the money taken off me already to be returned and the remaining overpayment balance of £7163.17 overturned and cleared

As I won that appeal and it was that situation that created these new bills which only arose due to the department error calculating my award feel it only fair that my bills are reinstated to the original amounts and the money paid since then is returned to me. It is the housing benefit department that are responsible for this error and therefore they should be responsible for the money owed as it was through no fault of my own that they arose I should not be left responsible for them.

Had the bills been calculated correctly to begin with I would have paid them in full as I have for the last 15 years. My bills have always been paid on time and in full before this error. It is extremely unfair that I am left with these bills due to their errors and the stress this has caused me has been phenomenal. I am a hardworking single mother and it is extremely unjust that official error in the housing benefit department has left me facing two Tribunals, large bills, financial distress and has had a huge negative impact on my mental health.

I have attached a copy of the Tribunal letter below.
I hope this helps support my appeal



**This chart shows the amount for each
Bill having taken off 25% single person
& Council Tax Support after issued raised
June 2019**

Bill Amount	
2015-2016	590.25
2016-Dec 2016	583.78
Dec 2016-Mar 2017	196.85
2017-2018	769.11
2018-2019	775.93
2019-2020	464.8
Total	3380.72

Chart below shows a list of payments
that my records show I have made
twoards xxxx

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	189.74
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	849.53
Online Payment Dec 19	51.87
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Payment Plan Feb 21	60
Payment Plan Mar 21	60
Total	2965.78

Chart below shows
Bills that had been originally issued to me &
19-20 adjusted bill as I agree with this
adjustment

Original Bill	Amount Paid
15-16	199.99
16-17	189.74
Dec16-March 17	59.46
17-18	187.9
18-19	212.65
19-20	464.8
Total	1314.54

The chart below shows the total amount of the adjusted bills minus the amount my records show I have paid and shows what should be left to pay
this is different to the councils figures,
I have asked for a copy of their payment record to see why this is different

Bills From 2015-Feb2019	3380.72
Amount Paid so far	2965.78
Left to pay	414.94

Left to pay according to council records as confirmed by zoom call 11/1/20

	Amount
Payment Agreement dated 17/9/2020	462.4
xxxx	
Payment Agreement - Letter Dated 9/11/20	
xxxx	132.85
Council Records show the amount left to pay	
Total	595.25

Chart below shows the difference between the my figures and the council figures

Your figures	565.25
My figures	414.94
Difference??	150.31

The chart below shows the amount paid so far minus the original bills and the amount
And what I feel should be returned to me as it was their official error that caused this

Amount my records show I have already paid	2965.78
Amount for orginal bills	1314.54
to be repaid	1651.24

The chart below shows the amount I feel should be repaid for me If xxxxcn not be taken into account

Date Bill Issued	Bill Amount
02/09/2020	590.25
02/09/2020	583.78
14/12/2016	59.46
04/04/2017	187.9
09/03/2018	212.65
16/03/2020	464.8
total	2098.84
paid so far	2965.78
To be returned	866.94

Further Evidence for Council Tax Support Valuation Tribunal VT00000923

I am appealing the decision regarding my council tax support. In June 2019 Charnwood Borough Council wrote to me as they had identified a problem with my housing benefit award they had miscalculated the award which had resulted in overpayment. This later then highlighted that they had actually miscalculated my award from the very beginning in July 2015.

Since June 2019 the award has been recalculated several times it was these recalculations that has seen my council tax support also adjusted.

In May 2020 I won the appeal against the housing benefit overpayment and a judge decided that I had not contributed to the miscalculations and it was due to department error. As I have won this appeal and it has been agreed it is due to department error surely they are also responsible for shortfall in council tax and not myself.

Their error calculating my award has seen me face huge bill increases, this has caused me so much stress and anxiety. I have faced constant battles with them as their own figures online did not tally with the figures they sent to me by email and letter causing even more confusion and upset. I have found this to be the case with my council tax too and the records I have for the amount paid so far does not match the amount they say is still owed. I have requested a copy of their records so I can identify where the discrepancy is but not yet had a response.

I have put together a spreadsheet with all financial information to be submitted as further evidence, along with all the council tax bills issued, payment agreement information, tribunal decision letter and have asked that they also submit the appeal papers for the housing benefit tribunal as it was that issue that has resulted in this one and the two are directly linked.

I am asking the Tribunal to look at all my evidence that shows this has all been down to the Housing Benefit Departments numerous errors, I have highlighted that their records are not consistent and do not tally. Today on a Zoom call regarding the Housing Benefit Tribunal I was trying to resolve an issue with what money should be returned to me as a result of winning the Tribunal their online figures showing £1434.70 had been recovered and an email sent said only £1028.60 had been recovered meaning only £67.62 was owed to me rather than the £473.72 the online figures showed and today on the zoom call was told they had again recalculated and now I owed them and I wasn't even owed £67.62 but rather than asking for money from myself would but the balance to nil so it did not have to go back to court again. I was only told that I would owe them I was not given the amount their new calculations now showed.

I know that this has nothing to do with the council tax support element but it does support that they are incapable of calculating my award correctly and as it is their constant errors that has caused this so why should I be the one left struggling as it has completely drained me emotionally and

financially as I have been paying towards their error since July 2019 and have paid back £2049.27 in council tax so far on top of this years council tax bill. I have completely lost faith in their ability to calculate my award and when I asked why online figures don't match I was told the online portal isn't very accurate and doesn't show amendments made behind the scenes. I can not understand why their figures do not tally and find it truly disturbing one that they don't tally and two they couldn't give me factual figures as to why they were different and what these behind the scenes adjustments had been.

With this in mind I hope that the original bills are reinstated and the amount recovered towards the adjustment bills returned to me a sum of £1651.24

Kind regards

XXXX



FIRST-TIER TRIBUNAL

SOCIAL SECURITY

Held at: Out of venue by telephone	Appellant: [REDACTED]
On: 26 May 2020	NINO: [REDACTED]
Before: Judge N P Sellar	Tribunal Reference: SC314/19/02145

Respondent: Charnwood Borough Council

Second Respondent:

DECISION NOTICE

1. This hearing took place in the morning of 26 May 2020 by telephone.
2. [REDACTED] attended, unrepresented and unaccompanied. There was no appearance from the Respondent who had not made contact with the Tribunal to indicate whether or not they wished to attend nor to provide a contact number.
3. The Tribunal heard detailed oral evidence from Mrs Lund.
4. The decision of the Tribunal is to allow the appeal. We find that the most recent overpayment identified in the final revising decision of 22 November 2019 arose due to official error. The official error is as follows:-
 - i. When [REDACTED] first made a claim, the Authority failed to undertake any further checks regarding her income level (this point appears to be accepted by the Authority in any event).
 - ii. [REDACTED] gave a figure that she was paying as at the date of claim in respect of child care and then provided the information as to the likely cost of child care from September onwards when her children were due to change schools. The figures are different. At no point did the Authority query this.
 - iii. The Authority was clearly in receipt of relevant information from HMRC because over time [REDACTED] received several communications from the Authority indicating that there had been

a change in her award due to new information received from HMRC.

- iv. [REDACTED] did not contribute to the overpayment as she simply supplied information to the Authority that she was asked to provide.
5. Having concluded that the overpayments all arose due to official error to which [REDACTED] did not contribute, the Tribunal then had to consider whether [REDACTED] should have realised that there was an overpayment. [REDACTED] had no previous experience of the Housing benefit system and when she first made a claim she went into the council offices and was told to make a claim on-line and to submit documentation which she did. The notes that she was provided with told her to report appropriate changes of circumstances. As she received communications on a regular basis from the Authority confirming that her Housing Benefit award had been varied due to information received from HMRC, she reasonably believed that HMRC had relevant information about her earnings which they passed on to the Authority. In any event her earnings did not increase over and above the minimum wage level apart from the period in 2019 which she has already repaid on the basis that she accepts responsibility for that part of the overpayment. The Authority's letters are lengthy and not clear to follow. Although they do refer to a figure for child care the same letter goes on to say that the figure is ignored in the calculation so she reasonably believed that there was no need for her to do anything further.
6. The Tribunal find that the whole of the overpayment arose due to official error to which [REDACTED] did not materially contribute and for the above reasons she could not appreciate that there had been an overpayment.
7. She accepts that she has reimbursed the overpayment of £845.67 from April 2019 but has repaid a further £589.13 by deduction from her benefit which should be returned to her.
8. The appeal is allowed accordingly.

Signed:

Tribunal Judge Sellar

Date: 2 June 2020

Issued to the parties on:

Date: 10 June 2020
Date: 10 June 2020

Valuation Tribunal - Message (HTML)

FILE MESSAGE

Ignore Delete Reply Reply All Forward More Move Actions Mark Unread Categorize Follow Up Translate Related Select Zoom



Wed 13/01/2021 21:17

To Charnwood.Benefits

FAO Sarah Williams
Please can the email below also be added to my appeal bundle
Kind Regards
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 2 December 2019 at 18:16:27 GMT
To: benefits@chamwood.gov.uk
Subject: Urgent Overpayment 20480503

[↑ Next](#) [↓ Last](#)

FAO Mark Bennett/Cheryl Higgins

Thank you for your letter dated 22nd that arrived today, which I was told would supersede the letter from you dated 18th November to which I emailed/wrote to you to disagreeing with the figures. I can see that the figures are now the same each week for July 2015/April 16 and then the same figure for April 16/April 17 which are much closer to the figures I have although still slightly different as I have £131 and you have £135.64 for the first period and the second I get £149.33 and you get £149.57 but they are much closer than previous calculations you have done. I would still like to go to Tribunal on the grounds previously raised. You have written off £100.50 based on the fact that it arose due to my earnings being assessed on two monthly payslips where my earnings fluctuated without the council ascertaining whether these were reflective of my normal likely earnings over preceding months but you continued to use that calculation without checking until June this year and you calculated childcare based on a quote for possible childcare costs and did not check and ask for an invoice at any point to confirm the quote amount and confirm that childcare had been required. Your letter states you believe it recoverable from me because the figures did not change from 2015 and with increases to earnings it was reasonable to expect that I realised I had been overpaid. Yet you had not noticed that the figures you had been using had been the same for four years. With me being on minimum wage would have gone up every April. Therefore it is reasonable to expect you should have noticed. I have explained that I did not check the figures in the calculations as I found them over complicated and trusted that you had done them correctly hence why the child care costs were not noticed until your letter in June when I went through them unsure how the original overpayment of £830.33 had occurred. I had given all the information asked of me at the time and the letters with my award amount said based on tax credit figures which are correct and the amount I receive in tax credits is based on my income so thought you had all the relevant information. I still can not get my weekly income figures to match some of yours having gone through them since June comprehensively again proving how complicated they are. As soon as this issue arose I have again provided everything I have to ensure it is calculated correctly again proving my transparency and honesty. I had no idea that I had been overpaid and was shocked when I received your letter in June hence me asking for it to be reviewed. Since then I have had four sets of recalculations from you again supporting due care and attention not being paid when calculating my award. This should have been resolved fully in August after I had given all my information to you in June.

As it is this situation that has caused my council tax support to be awarded incorrectly also and I am now left with huge bills for Council Tax request that this also goes to the Valuation Tribunal on the same grounds as the Housing Benefit Tribunal.

- I was unaware you had miscalculated my award pretty much from day one.
 - You had used the same incorrect figure for four years without checking and used a quote to award a childcare cost.
 - That I only had minimum wage increase and thought these had been automatically taken into account
 - Award letters state based on tax credit figures that are correct so thought award was correct
 - As soon as an issue was highlighted I provided everything I had sure it must be an error/mistake
 - All information provided to you in June and four calculations later still can not get my figures to match your weekly income figures proving how complicated and hard to understand they are.
- I would appreciate it if I can now proceed to Tribunal for both Housing Benefit Overpayment and Valuation Tribunal without further delay for hearings as soon as possible. This situation has already been causing me extreme stress and anxiety for six months and wish for it to be resolved asap. I would like an oral hearing for both Tribunals Please. If a signed copy of this letter is needed please advise me as soon as possible and I will send it to you recorded delivery.

Kind Regards

[REDACTED]

Sent from my iPhone

Click [here](#) to report this email as spam.

FAO Sarah Williams

Please see the email from the Tribunal confirming if the time period is covered in the original notice served to me in December 2019 which I believe it was as it was part of my appeal papers and related to the overpayments that occurred from June 6th 2019 it can be added to this appeal.

Kind Regards

[REDACTED]

Sent from my iPhone

Subject: Re: VT00000923

Thank you for your email, yes the decision does include this time period so should be able to be heard at my hearing in March which is great news

Thank you

[REDACTED]

Sent from my iPhone

On 13 Jan 2021, at 08:10, Afra Ahmed wrote:

Good Afternoon,

Thank you for your email, when your claim is concerning a different period of time you will need to lodge a separate appeal. The appeal you have currently will cover the councils decision issued to you which you disagree with, if this decision does not cover the other time periods you are also unhappy with then you will need to write to your council and receive a decision from the council before you can appeal it to the Tribunal.

Kind regards,

Miss Ahmed
Tribunal Support Officer
Valuation Tribunal Service

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

From: [REDACTED]
Sent: 10 January 2021 14:53
To: VTDoncaster
Cc: benefits@charnwood.gov.uk
Subject: Re: VT00000923

Good Afternoon,

I have an appeal on the 1st March with regards to adjustments to my council tax support that arose after an issue was identified in June 2019. When I applied for this Tribunal I stated this relates to 9 Heron Close from 2nd December 2016 when I moved in but it has now been identified this issue goes all the way back to the start of my claim in July 2015 and included the property 5 Braemar Close. As this all relates to the same error that was identified in June 2019 can the Tribunal look at the whole of the claim dating back to July 2015 rather than December 2016?

Kind Regards
[REDACTED]

Sent from my iPhone

On 9 Sep 2020, at 14:01 [REDACTED]:



Wed 13/01/2021 21:22

Valuation Tribunal

To: Charnwood.Benefits

FAO Sarah Williams

Please can the email below from November 2019 also be added to my appeal bundle? It does show that I had requested to go to Tribunal for the same time period 2015 to 2019.

Kind Regards
[REDACTED]

Sent from my iPhone

From: [REDACTED]
Date: 22 November 2019 at 22:31:03 GMT
To: benefits@charnwood.gov.uk
Subject: Urgent : overpayment 20480503

FAO. Cheryl Higgins

I have looked at my online account and can see a further £1938.00 has been added to my overpayment.

Firstly I want to thank you for dealing with my email submitting the wage slips you asked for so promptly and await the letter explaining the findings.

Secondly I would please like it to be known that even if I now can understand and agree the figures I still wish to proceed to Tribunal based on the facts

1)that it was not my error but a department error calculating my award on a wage slip 4 years old - due care and attention not being made.

2)Being unaware that a quote from before I actually moved house had been used for a Child Care Payment being added to my award. No invoice for Childcare ever requested by the department to warrant this being on the award. Child Care Costs not on my Tax Credit Award and those are the figures your letters state my award is based on. Until going through the award letters fully in June had not previously seen the CCP due to finding the figure over complicated/confusing and had trusted them to be correct as the had been based on correct tax credit figures

3)Unaware that minimum wage was not taken automatically into account as is not clearly stated on the letters and this being the only increases I had received for that time period. I have been told by Sarah Wilson it was taken into account and then was stopped. Letters do not state that. I now believe it is being taken into account again due to a friend having an overpayment due to a minimum wage rise and being told not to worry it won't happen again as now it is taken into account??

4)The award letters state based on Tax Credit Figures which are correct and I thought therefore you had all the relevant information. Tax credits informed me you have access to the same system.

5)I did not notify you of a change in employer in 2018 due to it not being a beneficial change due to working less hours a week and wages going down not up.

6)That I have been transparent and gave all my information in June and it has now been recalculated at least four times since showing further department error calculating my award.

The stress this has caused has been absolutely phenomenal. Yet again I am left extremely stressed awaiting another lengthy document that I am having to go all through, the stress that seeing recovery payments have again started to be retaken as it has been recalculated again and I have to again put in writing why I wish to go to Tribunal. Feeling that I am going around in circles yet again with this whole situation.

Lastly as I want to still go to Tribunal can recovery for overpayments between 2015-2019 be stopped until it has been to Tribunal as they had been previous to today.

I am aware that £10.92 has been overpaid due to this months wages being slightly more and am happy for that to be deducted as planned.

I can see a separate figure of £100.50 has been added to the overpayment and if that for some reason is for this financial year will arrange to clear that in the New Year. With Christmas I am already very overdrawn and can not afford to have £47.20 taken from me on the 2nd as the online account is showing and there after. I am still on reduced wages due to a phased return and still under going further test and have limited mobility.

I have notified the Council Tax Department that I will make payments for this financial year now the bill has been recalculated to show 25% single person discount but as the bills for previous years have a risen due to the error calculating my housing benefit and not my error ask this to be looked at by Tribunal for the same period 2015-1st April 2019.

As soon as the letter arrives I will write with my response and confirm in writing that I still wish to go to Tribunal.

Please can you call me to confirm that only the £10.92 will be taken this month due to still requesting an Oral Hearing at Tribunal as the stress of seeing £47.20 when I am already struggling financially has caused another panic attack.

I really do appreciate all your help trying to get this sorted and know this is not your fault but I am so tired of it all. I am a hard working, honest single mum and this situation has occurred through no fault of my own, I am going around in circles every month with this and can honestly see why people resort to ending things the stress is ridiculous mentally and financially and I really can't take much more. I hope to get this fully resolved asap. I am unavailable for calls Wednesday Morning due to a hospital appointment, Thursday due to my Auntie's funeral and Friday my phased return at work so a call Monday or Tuesday would be appreciated

Kind regards
[REDACTED]

Sent from my iPhone

Click [here](#) to report this email as spam.



Thu 14/01/2021 12:46



To Charnwood.Benefits

We removed extra line breaks from this message.

Dear Sarah Williams

Thank you for amending the dates for me ask requested in my email to you this morning but I can't see the email I sent this morning asking for this to be done and your response to me in the submission papers as I had also requested.

I see that you have asked this to be struck out before the hearing and in response would also like this email adding to the submission papers too.

Whilst I am aware the Council Tax Support is not a benefit the amendments to the the award only arose due to to department error. This has already been determined on a point of law as mention in paragraph five of the decision notice heard at Tribunal in May 20.

Whilst I acknowledge that you are now disputing this and it has been referred back to the judge for clarification at my request would like it noting this was only decided by the department in January 2021 and in the letter from you dated 18/9/20 you did not dispute them and had written them off as not recoverable.

Also in the determination the Judge asked for £589.13 to be repaid as this is what my online account showed as being already recovered towards the first two invoices that you are now disputing are covered in his decision. If they were not covered surely the judge would not have included them in his decision. I look forward to him resolving this matter for us and have asked that if possible we have the decision before this hearing on 1st March.

As the original decision states any overpayment before April 2019 resulted due to department error and I played no part that the housing benefit department are therefore responsible for the shortfall in council tax and not myself and ask that this appeal therefore does go to Tribunal on the 1st March for consideration and not struck out as you have requested.

Once this email along with those sent this morning have been added to my appeal papers I am hoping there will be no need for me to add any further evidence but if I do will ensure it reaches you before the 29.1.19 Kind regards

Sent from my iPhone

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Fwd: Email for submission papers



To Williams, Sarah (LGS)

Reply Reply All Forward

Thu 14/01/2021 17:44

You forwarded this message on 15/01/2021 10:39.

If there are problems with how this message is displayed, click here to view it in a web browser.

****EXTERNAL****

Please see below

Sent from my iPhone

Begin forwarded message:

From:

Date: 14 January 2021 at 17:35:38 GMT

To: sarah.williams6@charnwood.co.uk

Subject: Email for submission papers

Hello Sarah, the email was sent via response to the secure message you sent to me and wasn't in my sent box in normal form so I have copied and pasted it below for you to add.

Thank you,



Dear Sarah Williams Yes I confirm this includes all the paperwork that I have submitted so far, thank you. I have noticed that your calculations still only go from December 2016 please can the figures from July 2015 onwards also be added to the appeal so it covers from July 2015-April 2019. The tribunal confirmed this would be possible if it was covered by the decision notice and I forwarded the email I received from them. I have resent the email I sent to you asking to go to Tribunal for the time period July 2015-April 2019 dated 22.11.19 confirming it is covered in the decision notice and the email after receiving the decision notice on the 2.12.19 the email dated the same day confirming I still wished to go to Tribunal on those grounds. Please can you therefore add this email and your response to it the appeal papers along with the additional figures? Kind

[REDACTED] >
Subject:
Document > > Capita Secure SMTP Gateway > [REDACTED] > > Please find attached the VT appeal bundle, I have added the > additional documents as requested. Please confirm if this is now > including everything you requested. > > Many thanks > > Sarah Williams > Charnwood Benefits > >

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

From: [REDACTED]
Sent: 15 January 2021 10:57
To: Williams, Sarah (LGS) <Sarah.Williams6@capita.com>
Subject: Appeal Documents

****EXTERNAL****

Good Morning Sarah,
Yes, that now has everything in I submitted as far as I can see and it is ok I will print a copy off from home so don't need a paper copy posting to me.
Thank you for your time
Kind Regards

[REDACTED]
Sent from my iPhone

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Yellow Category

Message

Amended Council Tax Support Tribunal Figures.xlsx (13 KB)

Letter of Further Evidence to the Valuation Tribunal 16.1.21.docx (14 KB)

Letter in response to court summons .docx (16 KB)

Council Tax.xlsx (10 KB)

From

Sent: 16 January 2021 20:05

To: benefits@charnwood.gov.uk

Subject: Council Tax Tribunal - Supporting Documents

Dear Sarah Williams

My apologies I have further documents to add to my submission papers after receiving a court summons for council tax on Saturday.

Please add the two word documents, two spreadsheets and scanned documents in the zip file to my appeal papers. I will also now forward three emails that I had sent to the council tax department that I would also like adding.

Again my apologies

Kind Regards

Figures adjusted on 16/1/2021 please ignore previous spreadsheet submitted

**This chart shows the amount for each
Bill having taken off 25% single person
& Council Tax Support after issued raised June 2019**

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

**Chart below shows a list of payments
that my records show I have made
towards xxx**

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	189.74
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22

Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	849.53
Online Payment Dec 19	53.06
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment	340.9
Total	3380.72

Chart below shows

Bills that had been originally issued to me &

19-20 adjusted bill as I agree with this adjustment

Original Bill	Amount Paid
15-16	199.99
16-17	189.74
Dec16-March 17	59.46
17-18	187.9
18-19	212.65
19-20	464.8
Total	1314.54

The chart below shows the total amount of the adjusted bills

minus the amount my records show I have paid and shows what should be left to pay

this is different to the councils figures,

I have asked for a copy of their payment record to see why this is different

Bills From 2015-Feb2019	3380.72
Amount Paid so far	3380.72
Left to pay	0

The chart below shows the amount paid so far minus the original bills and the amount

And what I feel should be returned to me as it was their official error that caused this

Amount my records show I have already paid	3380.72
--	---------

Amount for original bills	1314.54
to be repaid to me if my appeal is successful	2066.18

Letter of Further Evidence to the Valuation Tribunal 16/1/2021

Today I have received a summons for council tax even though I had contacted the department on 23rd December asking them to look into the agreement for me and if I could continue to pay £30 a month towards both accounts as I had been. Nobody from the council tax department got back to me to say if this was possible and if not what needed to be done.

I feel it extremely unreasonable that instead of replying to me to discuss this situation they went proceed to issue a court summons even though I had continued to make payments towards these accounts of £30 as previously agreed.

I can no longer cope with the stress that this is causing me and have settled the accounts I believe in full. I have written to the department to ask them to confirm the bill amounts and the amounts paid towards them (Individually listed) and confirm this is now settled in full.

I have asked the £45 admin charge and summons be removed from my record as I had contacted them to resolve the situation and they did not get back to me before issuing the summons. If they are unable to remove this from my records I will attend the court hearing on the 15th February to ask the court if they can remove it. If not I shall pay the £45 but ask if I was successful in my appeal could this be added to the amount they are to repay me as again only arose due to their errors calculating my award.

I have now paid £3380.72 in council tax for the period July 2015- February 2021 and if their adjustments stand and I lose this appeal then the bills have been paid in full.

Should I win this appeal and it be found that due to their errors these adjustments occurred and the Housing Benefit Department are liable for the shortfall in council tax and not myself I ask the original bills are reinstated totalling £1314.54 leaving £2066.18 to be returned to me and the £45 admin fee if I have been made to pay this and the appeal finds this too is due to official error and therefore they are responsible for it and not myself.

I would like to take the time to thank the Tribunal for looking into this matter for me and look forward to their determination so this matter can finally be closed, the stress and anxiety it has all caused me has been phenomenal and look forward it finally being over

Kind Regards

xxxx

To whom it May Concern,

I wrote to the department on the 20/10/2020 asking when £66.10 was added to the xxx account for 2019-2020 as I thought that account was up to date and that I had been making payments of £30 towards the account to for xxxand Bxxx as agreed for the previous years that have arisen since the overpayment in housing benefit.

The agreement for xxxx dated 17/9/20 went up to March 2021 and I believe that xxxx Close is the same.

I received a letter from you dated 9th November 2020 explaining to me that £66.10 was added to the account in March 2020. I therefore cleared the amount of £66.10 on 16th December 2020 and continued to pay £30 each month as I believe this is still under the agreement for the previous years to April 2019.

On the 18th December you issued two final reminders for £204.72 and £18.13 for xxxx Close and I received these on the 23.12.2020 and emailed the department on the same day explaining that I had made payments of £30 to each account as per the agreement plan and asked if this could be looked into for me and asked if the £30 towards the account could continue to be made. Nobody got back to me and I thought that this was still being looked into so again made payments of £30 towards each account at the beginning of January.

Having just reread the letter dated 8th November it mentions a financial statement attached but there was no financial statement enclosed with the letter you sent to me and I thought this was referring only to the £66.10 outstanding which I paid in full as the other amounts were included in the original agreement plan I believe.

I can not find the agreement for xxxx Close but as I was paying £60 originally and it was then split to £30 over each account I thought they were inline with each other and both ended on 1st March 2021 as the agreement dated 17/9/20 showed. If this is incorrect I apologise but nobody has written to me to tell me this is not the case and I did ask for it to be looked into on the 23rd December and am still awaiting your response.

As I have continued to make payments towards these accounts and had written to you on 23rd December and got no response feel it extremely unfair you proceed straight to a court summons without responding to my email 23rd December to discuss the situation and clarify if I could continue to pay £30 and if not explain to me what did need to be done.

I therefore ask that the court summons and additional fee be removed as I had tried to get the situation resolved but you did not respond and I have continued to make payments.

Receiving the court summons today when I believed that the situation was still being looked into having not yet had response to my email dated 23/12/20 was absolutely devastating and it caused so much distress. I am emotionally drained because of all this.

As you are aware I am not currently working and things are tight financially but I can no longer cope with the constant harassment and distress that this is all causing and therefore have settled the amounts owed I believe in full using a credit card and I have the hearing with the Tribunal on 1st March to look at the situation and determine if I am liable for all the adjustments or the housing benefit department as it arose due to their official error calculating the award and the judge determined I played no part in this error.

I have attached a spreadsheet with the total bill amounts and a list of all the payments that I have made and have records of paying. Please can you confirm the bill amounts are correct and that they have been fully paid.

As I have settled the account for xxxx Close and xxxx Close please can the court summons and admin fee come off my records? As I was trying to get this sorted with you but had no response.

This summons will have huge implication to my financial credit score at a time I am already struggling. I had to leave my job in early years due to all the bending and lifting involved that I am unable to do now due to my prolapsed disc and sciatica. I have set up my own childminding business for before and after school care and was hoping to start this in January but due to the schools now being closed have been unable to do so as I am homing schooling my own two children and I am the main carer for my disabled mother and do all her cooking and cleaning during the day too and with her being vulnerable have to be very careful. Hopefully once the schools reopen I can then start this new business.

If you are unable to be removed then I will attend the court date for 15th February to ask the court to decide if it can be removed as I had contacted you on 23rd December asking if the agreement could be looked into and continue and

got no reply and had been making payments and now repaid the full balance. I have been doing my best to stay on top of this situation.

Once you have looked at the payments I have already made and sent me the itemised account of payments you received and given me the total amount due in council tax from 2015-February 2020 if it is more than the £3380.72 already paid then I of course will settle that amount also.

If possible please can this be looked at urgently and a response provided before the 29th January 2021 so that I can add this letter and your response to my submission papers for the Tribunal on the 1st March 2021.

Regards

XXXX XXXX

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	189.74
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	849.53
Online Payment Dec 19	53.06
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60

Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment	340.9
Total	3380.72

****EXTERNAL****

From: [REDACTED]
Sent: 16 January 2021 20:06
To: benefits@charnwood.gov.uk
Subject: Fwd: 74148579

FAO Sarah Williams
Email to be added to submission papers please
Kind regards
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 23 December 2020 at 13:52:28 GMT
To: council.tax@charnwood.gov.uk
Subject: Re: 74148579

Dear Mr Jarvis
I have received another letter from you dated 18th December this time for the sum of £204.72 as per my email below I did make payment for December in accordance with my agreement for the sum of £30 so trust this will be looked into and resolved and as I haven't defaulted on the agreement in place can continue to make the £30 instalment as agreed?
Kind regards
[REDACTED]

Sent from my iPhone

On 23 Dec 2020, at 13:46, Michelle Lund <michellelund1983@icloud.com> wrote:

Dear Mr Jarvis

Today I received a letter from you dated 18th December in regards to the above account for [REDACTED]

I have an instalment scheme in place were I pay £30 a months towards the arrears until the Tribunal is heard on the 1st March 2021.

On the 29th of November I made the payment of £30 for December

<image0.png>

and the next instalment of £30 is not due until the 1st January therefore unsure why I have received a notice saying that payment hasn't been made in accordance with the instalment scheme and £18.13 is due by 25th December?

I have attached a screen shot of the email confirming payment has been made.

Please can you write to me to notify me if there is any further problems as I am unable to access the secure emails I am being sent due to it not opening on my iPhone and my laptop being broken

Kind regards

Sent from my iPhone

Protection For information about how and why we may process your personal data, your data protection rights or how to contact our Data Protection

From: [REDACTED]
Sent: 16 January 2021 20:07
To: benefits@charnwood.gov.uk
Subject: Fwd: URGENT - Case No 127731

FAO Sarah William
Please add to submission papers
Kind Regards
[REDACTED]

Sent from my iPhone

Begin forwarded message:

[REDACTED]
Date: 16 January 2021 at 13:28:53 GMT
To: "Charnwood.Counciltax" <Charnwood.Counciltax@secure.capita.co.uk>
Subject: URGENT - Case No 127731

Account : 74148579

Today I received a court summons for £192.85 for the above account.

However I emailed on 23rd December 2019 to get this resolved but had no response from you so continued to make the £30 a month payment towards the instalment plan as previously agreed.

As I have not broken the agreement that was in place feel it unfair that this has proceed to court and a further £45.00 added.

I have copied the email I sent on the 23rd as well as the confirmation that the payment for December was made an not defaulted as you suggested and that I continued to make the payment for January.

As I have not defaulted I request that the £45 is removed from the account.

Please can someone call me of a matter of urgency to get this resolved my number is 07879629175. If that £45 can be removed as it was added in error as I had not defaulted on my plan then I will pay the remaining £192.85 by credit card.

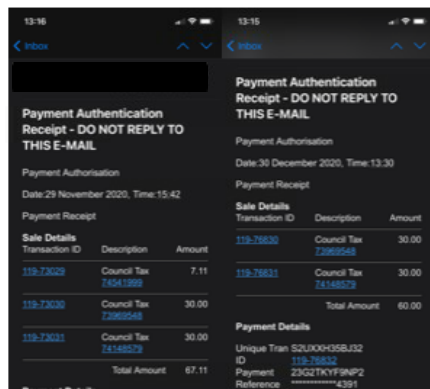
Regards
[REDACTED]

Email sent 23/12 @ 13:46

Dear Mr Jarvis

I have received another letter from you dated 18th December this time for the sum of £204.72 as per my email below I did make payment for December in accordance with my agreement for the sum of £30 so trust this will be looked into and resolved and as I haven't defaulted on the agreement in place can continue to make the £30 instalment as agreed?

Kind regards



To Charnwood.Benefits

Message Letter in response to court summons .docx (16 KB) Letter in response to court summons .docx (16 KB)

****EXTERNAL****

From: [REDACTED]
Sent: 16 January 2021 20:08
To: benefits@charnwood.gov.uk
Subject: Fwd: Urgent 74148579 & 73969548

FAO Sarah Williams
Please add email below to submission papers
Kind regards

Sent from my iPhone

From: [REDACTED]
Date: 16 January 2021 at 19:58:21 GMT
To: council.tax@charnwood.gov.uk
Subject: Urgent 74148579 & 73969548

Please see attached with regards to the above account.

I have transferred money from my credit card to my account to clear the above accounts as I can no longer cope with the stress this is causing. I have the total council tax bills as £3380.72 and have a list of all payments I have recorded and proof as paid to you plus the bill of £192.85 paid today and then made a payment of £340.90 as this then means I have paid £3380.72 the total amount the bills equate to. However the agreement dated 17/9/20 states £522.40 and not £340.90 please can this be looked into? Not sure why this is ? Below is also proof of payments made today.

I have asked for the admin fee be taken off as I had replied to your letter dated 18/12 on 23/12 asking if this can be looked into and if I could continue to pay £30 as previously agreed and continued to do so in January. I thought this was being looked at and was awaiting your response but rather than replying or calling to discuss the issue with me you proceeded to the court summons even though I was trying to resolve the situation with you. If you can not remove it I shall attend the court appearance in February and ask if it can be removed.
Kind Regards

Letters attached were same as above [Page 59](#)

Begin forwarded message:

From: automailer@e-paycapita.com
Date: 16 January 2021 at 19:37:36 GMT
To: [REDACTED]
Subject: Payment Authentication Receipt - DO NOT REPLY TO THIS E-MAIL

Payment Authorisation
Date:16 January 2021, Time:19:37
Payment Receipt
Sale Details

Transaction ID Description Amount

119-79475	Council Tax 192.85	
	74148579	

119-79476	Council Tax 340.90	
	73969548	

Total Amount	533.75
--------------	--------

Payment Details

Unique Tran ID
S2UXXHXS872

Payment Reference

Payment Reference

119-79477

Payment Service Provider Id

CTRNCWVNPTD

Card Number:

*****4391

Cardholder:

Auth Code

973739

Email Address:

Merchant Number:

29585342

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From: [REDACTED]
Sent: 18 January 2021 17:26
To: Williams, Sarah (LGS)
Subject: Re: FAO Sarah Williams

****EXTERNAL****

Hello Sarah,
My apologies if I have caused confusion with the emails sent over the weekend, to be honest I am losing the will to live and finding it all extremely stressful and hadn't realised I had been using two different email addresses.
Anyway my apologies and please see the list below of emails and I hope that helps locating them.

Email and Spreadsheet amended figures, letter of further evidence and council tax spreadsheet this was sent on 16/1 at 20:05 to benefits@charnwood.gov.uk with the title - Council Tax Tribunal- Supporting Documents it includes another word document but think you have already added that one.

Email showing previous emails sent to the council tax department on 23.12.20 this was forwarded to benefits@charnwood.gov.uk on 16/1 at 20:06 title 74148579

Email showing an email I had sent to the council tax department on 16/1 this was forwarded to benefits@charnwood.gov.uk 16/1 @ 20:07 with the title Case No 127731

Email showing an email sent to the council tax department 17/1 forwarded to benefits@charnwood.gov.uk on 17/1 @ 12:17 title Urgent 73969548 & 74148579 and includes an updated version of the spreadsheet to also be included in submission papers

Email sent today to benefits@charnwood.gov.uk at 9:47 that includes a zip file with documents in it to be submitted

When I have checked my sent items they all say benefits@charnwood.gov.uk so not really sure how some went to the other email address.

Finally can this email also be added to the submission papers please.

I hope this helps and any you can't locate let me know and I can forward them again.

Thanks for your time
Kind Regards
[REDACTED]

Sent from my iPhone

On 18 Jan 2021, at 16:04, Williams, Sarah (LGS) <Sarah.Williams6@capita.com> wrote:

Good Afternoon,

There appears to be confusion regarding what you send as some goes to the email benefits@charnwood.gov.uk and some is charnwood.benefits@secure.capita.co.uk
Could you please just use one address as these are monitored by entirely different staff and I get notified of them at different times. As such please provide a list of the dates and times you sent emails and to which address.

Many thanks

Sarah

Sarah Williams
Senior/Technical Officer

Tel: 07760171267
Address: Charnwood Borough Council, Southfields. Loughborough. Leics. LE11 2TU



Mon 18/01/2021 08:05

benefits@charnwood.gov.uk

FW: Urgent 73969548 & 74148579

To Charnwood.Counciltax; Charnwood.Benefits

Yellow Category

Message Council Tax.xlsx (10 KB)

First Previous

From [REDACTED]
Sent: 17 January 2021 12:18
To: council.tax@charnwood.gov.uk; benefits@charnwood.gov.uk
Subject: Fwd: Urgent 73969548 & 74148579

FAO council tax department & Sarah William please can this email and attachments be added to my Tribunal Submission papers. Thank you

To The Council Tax Department,

I emailed yesterday with regards to the above mentioned accounts. I had paid what I believed to be the full amount of council tax owed. Having checked today the payment made by my Mum on my behalf in July 2019 she had paid £664.22 her bank account shows and not the £849.53 I thought she had paid.

I have therefore amended the spreadsheet and today made the further payment of £185.31 the difference between the two amounts. Apologies for my error.

Please can you confirm that both accounts have been settled in full?

Please can you confirm if the £45 admin fee can be removed or if I need to attend the court appearance in February to ask if this can be done?

As previously explained I believed the agreement for Heron was in line with Braemar and continued to make payments of £30 to reflect that. I had emailed on 23rd December asking for it to be looked into and if I could continue with the £30 but had no response and instead rather than discussing this with me and informing what must be done it proceeded straight to a court summons, which I do feel was unfair and it has caused me further distress when I have been doing my best to keep on top of this whole situation that has arisen through no fault of my own but error by the Housing Benefit Department.

I look forward to hearing from you in hope this matter is finally resolved until it goes to Tribunal on the 1st March

Kind Regards

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	189.74
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	664.22
Online Payment Dec 19	53.06


Payment Plan Jan 20	60
Payment Plan Feb 20	60
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment 16.1.2021	340.9
Online payment 17.1.2021	185.31
Total	3380.72


To Williams, Sarah (LGS)

Cc Charnwood.Benefits

Yellow Category

Message


 Amended bill for 2016 - house move.pdf (10 MB)

 Council Tax.xlsx (12 KB)

 Email from council 18.1.21.docx (211 KB)

 email to council 4.1.21.docx (14 KB)

 Amended Council Tax Support Tribunal Figures.xlsx (14 KB)

 Letter to Tribunal Dated 19.1.21.docx (16 KB)

From:

Sent: 19 January 2021 18:01

To: benefits@charnwood.gov.uk

Subject: Fwd: FE FAO SARAH WILLIAMS

Dear Sarah Williams ,

Please can the six attachments below also be added to my appeal submission papers.

Kind regards

Issued by Charnwood Borough Council
Benefits and Revenues Services
Southfields, Loughborough, Leics. LE11 2TU
Telephone 0345 6091258 for Council Tax enquiries
Fax Number (01509) 634839

Charnwood

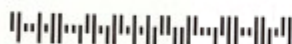
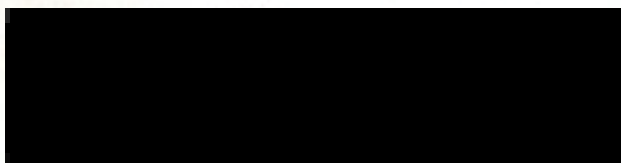
ACCOUNT NUMBER 73969548

DATE OF ISSUE 13 January 2017

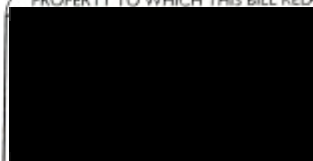
PROPERTY BAND C

PROPERTY TO WHICH THIS BILL RELATES (if different)

20494-000101001-#0



Amended bill due to house move



The Council Tax bill issued to you on 11 March 2016 needs amendment because there has been a change which affects your liability.

Council Tax due for period 01.04.2016 to 13.12.2016

25% discount for period 01.04.2016 to 01.12.2016

as only one adult is resident

100% Empty Unoccupied discount

for period 02.12.2016 to 13.12.2016

Less Council Tax Support Reduction

Less Payments

Total refunded amount for this notice period is

(Any part not already rec'd will be issued shortly.)

£

£970.20

-£231.23

-£45.30

-£572.03

-£299.19

£177.55

*Total Due
£121.64 paid*



Amount Due £0.00

From [REDACTED]
Date: 4 January 2021 at 19:19:37 GMT
To: council.tax@charnwood.gov.uk
Subject: Account 74148579 & 73969548

To Whom it Concerns,

I have a Tribunal for the above accounts on the 1st March and I am trying to get all my information together and submit any further grounds I may have. In order to do so please can I have a copy of my council tax bills for the above accounts from 2015 - 2020?

Also can I have an up to date Payment agreement for the above accounts showing payments of £30 towards each account up to 1st March 2021 so I can see what will be left to pay after the hearing should I not win my appeal?

Please can I also have a list of all the individual payments I have made since October 2015 up to the 1st March 2021?

To make sure that it is the same as my own records.

Lastly on my adjusted bill dated 2/9/20 for account no 73969548 for 1.4.16-13.12.16 it mentions £177.55 total amount refunded for this notice period and has been added back onto the amount owed leaving £282.14 rather than £104.59. Please can you explain to me what this £177.55 is? I have looked all through my bank accounts and can not see that this amount has ever been paid to me? If I have received this payment according to your records please can you tell me when and how it was issued so I can recheck my bank account.

Thank you for your time

Kind Regards
[REDACTED]

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

My Records

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	121.64
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77

Phone Payment 10/7/2019	664.22
Online Payment Dec 19	53.06
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Online payment Feb 20	71.9
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment 16.1.2021	340.9
Online payment 17.1.2021	185.31
Total	3384.52

Council Records

Amount towards xxxx	2013.84
Amount toward Breamar	829.18
Total	2843.02
Refund paid 5.1.17	177.55
New Total	2665.47
To be added 16.1	192.85
To be added 16.1	340.9
to be added 17.1	185.31
Total paid	3384.53

Total Paid	3384.52
Total Bills	3380.72
Balance in credit by	3.8

Figures adjusted on 19/1/2021 please ignore previous spreadsheet submitted

Amended to reflect new payments to the account and amendments to original figures
Amendment to original council tax bill for April 16- Dec 16 hadn't included the updated one due to hous move but the one that was from xxxx from April 16- March 17 changes shown in red

**This chart shows the amount for each
Bill having taken off 25% single person**

& Council Tax Support after issued raised June 2019

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

Chart below shows a list of payments
that my records show I have made
twoards 5 xxxx Close & 9 xxxx Close

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	121.64
DD Jan 17-Feb 17	59.46
DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	849.53
Online Payment Dec 19	53.06
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Payment online	71.9
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment	340.9
Total	3384.52

Amounts council records show as paid from their letter 18.1.21 plus payments on 16.1/
17.1

showing the amount I have as paid and council have as paid now are the same

Amount towards xxxx	2013.84
Amount toward Breamar	829.18
Total	2843.02
Refund paid 5.1.17	177.55
New Total	2665.47
To be added 16.1	192.85
To be added 16.1	340.9
to be added 17.1	185.31
Total paid	3384.53

Chart below shows

Bills that had been originally issued to me &

19-20 adjusted bill as I agree with this adjustment

Original Bill	Amount Paid
15-16	199.99
16-17	121.64
Dec16-March 17	59.46
17-18	187.9
18-19	212.65
19-20	464.8
Total	1246.44

The chart below shows the total amount of the adjusted bills

minus the amount my records show I have paid and shows what should be left to pay

this is different to the councils figures,

I have asked for a copy of their payment record to see why this is different

Bills From 2015-Feb2019	3380.72
Amount Paid so far	3384.52
Left to pay	-3.8

The chart below shows the amount paid so far minus the original bills and the amount

And what I feel should be returned to me as it was their official error that caused this

Amount my records show I have already paid	3384.52
Amount for original bills	1246.44
to be repaid to me if my appeal is successful	2138.08

MISS xxxx xxxx [xxxx](#)

Reply to: Charnwood Borough Council
Council Tax Department
PO Box 184
Erith
DA8 9EU

Telephone: 0345 6091258

Email: charnwood.counciltax@secure.capita.co.uk

Fax: 01509 634839

My Ref: CT/BM

Date: 18 January 2021

Dear Miss xxxx,

Council Tax Account: 74148579, 73969548 & 74541999

Re: 9 xxxx CLOSE, 5 xxxx CLOSE & 55 xxxx ROAD, MOUNTSORREL, LEICS

I write in response to your email received 5th January 2021 regarding your Council Tax account for the above dwelling.

I can confirm that I have requested copy bills to be sent from 2nd December 2016 to 16th February 2020.

I cannot make an arrangement of £30 per month on the debt of £237.85 as this will not be cleared by the end of the current financial year. Please make the payments and contact the Enforcement department once you receive notice that a Liability Order has been granted.

Please find below, a list of all payments received against account number 74148579 since 2nd December 2016:

<u>Payment amount</u>	<u>Date received</u>
£59.46	5 th January 2017
£25.90	25 th April 2017
£18.00	25 th May 2017
£18.00	25 th June 2017
£18.00	25 th July 2017
£18.00	25 th August 2017
£18.00	25 th September 2017
£18.00	25 th October 2017
£18.00	25 th November 2017
£18.00	25 th December 2017
£18.00	25 th January 2018
£23.65	25 th April 2018
£21.00	25 th May 2018
£21.00	25 th June 2018
£21.00	25 th July 2018
£21.00	25 th August 2018
£21.00	25 th September 2018
£21.00	25 th October 2018
£21.00	25 th November 2018
£21.00	25 th December 2018
£21.00	25 th January 2019
£22.77	25 th April 2019
£22.00	25 th May 2019
£22.00	18 th June 2019
£845.99	11 th July 2019
£53.06	5 th December 2019
£60.00	6 th January 2020
£60.00	31 st January 2020
£101.91	28 th February 2020
£30.00	1 st April 2020
£30.00	30 th April 2020

£30.00	28 th May 2020
£30.00	2 nd July 2020
£30.00	30 th July 2020
£60.00	1 st October 2020
£30.00	3 rd November 2020
£30.00	30 th November 2020
£66.10	17 th December 2020
<u>£30.00</u>	4 th January 2021
£2013.84	

Payments received towards account number 73969548 since October 2015:

Payment of £73.62 transferred from account number 73971989 on 21st September 2015.

£21.37	3 rd October 2015
£21.00	3 rd November 2015
£21.00	3 rd December 2015
£21.00	3 rd January 2016
£21.00	3 rd February 2016
£21.00	3 rd March 2016
£18.74	3 rd April 2016
£19.00	3 rd May 2016
£19.00	3 rd June 2016
£19.00	3 rd July 2016
£19.00	3 rd August 2016
£19.00	3 rd September 2016
£19.00	3 rd October 2016
£9.87	3 rd December 2016
£216.04	3 rd January 2017

Payment of £59.46 transferred out to account number 74148579 on 5th January 2017.

£30.00	28 th February 2020
£30.00	1 st April 2020
£30.00	30 th April 2020
£30.00	28 th May 2020
£30.00	2 nd July 2020

£30.00	30 th July 2020
£30.00	2 nd September 2020
£30.00	1 st October 2020
£30.00	3 rd November 2020
£30.00	30 th November 2020
<u>£30.00</u>	4 th January 2021

£888.64 less the transfer out of £59.46 = **£829.18** allocated to this account.

In respect of your enquiry regarding the refund on account number 73969548, I can confirm that a payment of £177.55 was paid into bank account ending ****1748 on 5th January 2017. Therefore you need to deduct this amount from the above figure of £829.18.

Payments received against account number 74541999:

£135.00	28 th February 2020
£42.19	10 th March 2020
£38.54	1 st April 2020
£41.02	30 th April 2020
£103.09	28 th May 2020
£108.00	2 nd July 2020
£108.00	30 th July 2020
£138.00	2 nd September 2020
<u>£7.11</u>	30 th November 2020
<u>£720.95</u>	

I trust this provides all of the information you have requested.

Yours sincerely



Mr A Jarvis
Revenues Manager

For and on behalf of Charnwood Borough Council

To The Tribunal

Apologies for all the additional evidence I have submitted since 16th January. I want to show the Tribunal how hard I have been working to understand and resolve the issues with the council tax department. These bills only arose due to the errors made by the housing benefit department and have done my very best to understand the figures and keep on top of the additional payments their error has caused me to face.

Having received the letter from the council tax department on the 18th January I have realised that I had included the wrong bill in my original submission and the bill 11th March 2016 should not be included as it does not reflect the fact I moved house in December 2016 and should in fact be the bill date 13th January 2017 for £121.64 that I have now included and I have amended the figures on the spreadsheet to show these changes.

The letter dated 18th January from the council tax department provided me with their accounts showing what had been paid already and I can now see where my errors were and have also amended these and now agree the amount paid all but a penny. I have the amount as £3384.52 and they have it as £3384.53. since all the adjustments took place the total amount owed is £3380.72 meaning if I am not successful with the appeal I am owed £3.80 which I have asked to be deducted from my next bill. I have written to Sarah Brown today asking her to confirm these figures for me hopefully in time for her response to be added to my submission papers.

Also in the letter dated 18th January I was informed for the first time that I could not continue to make payments of £30 towards the xxxx Close account in line with the agreement plan I have for xxxx Close. This was irrelevant as I had paid both accounts in full the day before but as I was only notified of this on the 18th feel it very unfair they proceeded to a courts summons on the 15th without discussing the situation with me when I had asked for it to be looked into as I believed both agreements ran to the same date.

I am confused why one agreement was allowed to run to March but they tell me the other cannot?

They both arose due to the same error, hence why I thought the dates were the same for both agreements. Surely as they both arose due to the housing benefit departments errors they should both follow the same plan to avoid confusion like it has. It is this confusion and the fact they did not discuss the matter with me and clarify the situation that has lead to a court summons being issued and a £45 admin fee being added to my account. I have written asking for this to be removed as I was not ignoring the situation. I thought both plans followed the same date and continued to make the payments that reflected this had they clarified this with me before proceeding to the court summons I would have made the payment. As I received no response thought it was being looked into and when I received the court summons was in complete shock, it caused so much distress that could have been avoided had they notified me of the situation beforehand. All I had was the final notice that I thought was sent in error as they hadn't updated their records with the £30 paid 30th November and had asked for it to be looked at providing the confirmation email of the payment

As I have been doing all I can to understand and resolve this and had asked for clarification before they applied for the summons but had no response until the 18th after they had already requested it feel that the £45 admin fee and court summons should be removed as I am again being punished when I was trying to get it sorted. I am also left concerned that this will have now impacted on my credit rating at an already very difficult time again feel this occurred through no fault of my own but from the lack of communication explaining to me the situation from the council tax department. Had I received the letter dated 18.1.21 beforehand I would have been able to make the payment intime and avoided this further stressful situation. I have asked Sarah Brown to inform me if this can be removed and if she can let me know before 25th January so her response can be added to my submission papers for this Tribunal.

If I am successful with my appeal and the original bills can be reinstated due to the arrears being down to the housing benefits department and therefore they are responsible I am asking that £2138.08 be returned to me. The original bills equal £1246.44 and I have now paid £3384.52. I have again asked Sarah Brown to confirm these figures

by 29.1.21 so I can add her response to my submission papers and highlight/resolve any discrepancies before the hearing.

If I am successful with my appeal and have been made to pay the £45 admin fee I ask that this is also returned as again feel this was unfairly added due to them not informing me of the situation before proceeding.

I look forward to this all being decided by the Tribunal as I can not express how stressful it has been for me since their errors came to light in June 2019 which then has caused all these further problems resulting in this Tribunal too. I feel I have had to battle constantly when it was not my fault they occurred in the first place. When you are trying to do your best in a bad situation that you did not cause and get nowhere with them and everything is made so complicated that it is confusing and so difficult to understand it is soul destroying and I am not sure that the council appreciate the devastation they have caused. I fail to understand why it has to be so complicated why both agreements couldn't be the same and why they could call to talk me through this and explain the situation avoiding the court summons in the first place. I had said all along I wished to make regular payments up until the hearing and would then pay the remaining balance once it was heard if the appeal was unsuccessful this would have made things much less stressful. They have made a difficult situation even harder. Surely some common sense and compassion should be applied and support for people that are doing their best in a very bad situation that arose due to no fault of their own. I really can see why people get into such a mess and see no way out. It has been a complete nightmare all the way through and look forward to the situation finally being resolved

Thank you so much for your time

Kind Regards

XXXX XXXX

==
To Williams, Sarah (LGS)
Cc Charnwood.Benefits

Yellow Category

Message

Council Tax.xlsx (12 KB)

Amended Council Tax Support Tribunal Figures.xlsx (14 KB)

Dear Sarah Brown.docx (15 KB)

Email from council 18.1.21.docx (211 KB)

From [REDACTED]
Sent: 19 January 2021 18:14
To: benefits@charnwood.gov.uk
Subject: Fwd: FE FAO SARAH WILLIAMS PT 2

Dear Sarah Williams
Please find the second part and includes additional document
Kind regards
[REDACTED]

Sent from my iPhone

Council Tax.xlsx (12 KB)

[see email page 70](#)

Dear Sarah Brown,

Firstly apologies for the many emails sent over the weekend since receiving the court summons, I have been working tirelessly to understand and hopefully resolve the situation.

Yesterday I received a letter from the department in response to the email I sent on the 4th January 2021. I appreciate that you are very busy and from this letter I received yesterday it seems my emails from the weekend have not yet been looked at. I am hoping that as this one is marked for your urgent attention that it reaches you soon as it superseded the others I have sent to some extent as I can now get my figures to match yours on what has already been paid thanks to Mr Jarvis's letter dated 18.1.21. Please do thank him for sending me the information I had requested as it really help me understand what had been paid and I can now see the refund of £177.55.

In my original submission to the tribunal I had submitted the wrong original bill from 2016 – 2017. I had sent the one from xxxx that started in April 2016 and went up to March 2017 for £189.74 rather than the adjusted one due to me moving house for £121.64 dated 13.1.2017 that does show the refund. As I had not originally submitted this bill could only see the refund added to recent bills and therefore was confused as to when it was issued. I have no corrected my error and can as I say see it was paid and I have sent in the correct bill to the tribunal from 13.1.2017.

As Mr Jarvis sent me the information requested and I have amended my errors I now get my figures for the amount paid to tally all put a penny. The amount paid so far being £3384.52 according to my figures and £3384.53 according to your own figures.

I believe the amount due towards xxxx Close and xxxx Close after adjustments is £3380.72 please can you confirm this is correct if so I believe I am now £3.80 in credit again please can you confirm that is correct? If so I would like this to be deducted from my next bill for xxx if that is possible rather than being refunded.

Please could you also confirm the amount the original bills were for before all the adjustments that took place from June 2019 onwards after the Housing Benefit identified their error in calculating my award. I believe the amount owed from July 2015- February 2020 to be £1246.44?

I have July 15th 2015 – March 31st 2016 as £199.99

I have 1st April 2016 – 13th December 2016 as £121.64

I have 2nd December 2016- 31st March 2017 as £59.46

I have 1st April 2017- 31st March 2018 as £187.90

I have 1st April 2018 – 31st March 2019 as £212.65

I have 1st April 2019 – 20th February 2020 as £ 464.80

Totalling £1246.44 this the total amount I needed to pay at the time after the singles personal deduction and council tax support as it was originally calculated. Please can you confirm if I have the correct figures? If this could be done before the 29.1.2021 to be added to my tribunal submission papers I would be extremely grateful. If my figures are incorrect I would be grateful if you could provide me with a copy of the figures you have, again for the Tribunal appeal.

Lastly please can the £45 admin fee and court summons be removed?

I honestly believed the agreement plan for xxxx Close was inline with the agreement for xxxx Close paying £30 a month up until February 2021 and the remaining in March 2021. Having now received the letter from Mr Jarvis dated 18.1.21 it seems this is not the case. I had written to you on 23.12.21 after receiving the final notice as I was

confused to why it had been issued as I had made the £30 payment that I believed was inline with the agreement asking one if it could be looked into and if I could continue doing so until March as I was doing with xxxx Close.

I was only informed in the letter dated 18.1.21 that I could not do so, had the department contacted me before this to explain the situation then I would have of course made the payment and avoided the court summons as admin charge. As I had contacted you to get this looked at I had thought this is what was happening so made a further payment of £30 in January.

As I was not informed of the situation until 18.1.21 and the court summons was issued on 15th January 2021 feel that was extremely unfair as I was not ignoring the situation and had asked for clarification and continued to make payments. I have tried to keep on top of the situation the best I can. It has been so stressful and confusing and these additions arose through no fault of my own as a judge has already determined the housing benefit department are responsible for the errors that caused the overpayment in housing benefit which in turn is what caused the incorrect council tax support award and the huge increases in my previous years council tax bills.

As I was trying to keep on top of things and had written to you feel it unfair it proceeded to a court summons without anyone contacting me about it first. If it had been explained to me that it was not actually inline with the xxxx Close agreement for some reason and that the full amount was due in December I presume and not March as I had thought I would have asked my mum for the money and made the payment. It is because I was not made aware before you issued the court summons that I ask for the £45 fee and court summons be removed.


I believed that this was being looked into and was awaiting your response so when I received the court summons on 16th January I was in complete shock and the distress it has caused has been phenomenal . it is this distress that has seen me take a money transfer on a credit card to clear both accounts as I really can not take much more.

Please can you again confirm if the fee and summons can be removed as I was trying to get this resolved before you proceed to issue the summons. Please can I have confirmation before 29.1.21 again so it can be added to my submission papers for my appeal on 1st March 2021.

Thank you for your time and I hope to hear from you soon to get this matter resolved before the hearing date.

Kind regards

xxxx xxxx

 Email from council 18.1.21.docx (211 KB)

[see previous email page 74](#)

 [Final Notice 18.12.20.pdf \(10 MB\)](#)

 ATT00001.txt (319 B)

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ACCOUNT NUMBER	74148579
DATE OF ISSUE	18 December 2020
PROPERTY TO WHICH THIS NOTICE RELATES (if different)	
[REDACTED]	

COUNCIL TAX FINAL NOTICE

According to my records your Council Tax payments have not been made in accordance with the instalment scheme previously notified and at close of business on 17 December 2020 your account shows arrears of £204.72 for the period 1 April 2018 to 31 March 2019.

Accordingly, I must advise that the total amount shown above of £204.72 is now due and payable. Unless the sum is paid in full by 25 December 2020, I shall apply to the Magistrates' Court for a liability order and you will be summonsed incurring additional costs which will be recoverable from you.

If payment of the full amount shown above has been made recently please check that this has now been received by the Council and, if so, please disregard this notice.

If you are currently in receipt of Council Tax Support (CTS) you may be entitled to further financial help with your Council Tax liability in the form of a discretionary Local Council Tax Support Payment (DLCTS). DLCTS is available to those with exceptionally low incomes, and, if entitlement exists, will reduce Council Tax liability. Please contact the Council on the above direct line if you think you may be entitled to DLCTS. You must continue to pay Council Tax as requested on this notice pending any decision or further CTS or DLCTS entitlement.

If you require any assistance in connection with your Council Tax payments please contact my officers on the direct telephone line shown above. Staff are available to assist Monday to Friday between 8:30am and 5:00pm (4:30pm Fridays).

Yours faithfully,

Andrew Jarvis
Revenues Manager



Hi [REDACTED]



I am sorry my computer is blocking me opening the download due to security on my computer, can you send another way please?

Thanks

Sarah Williams

From [REDACTED]
Sent: 20 January 2021 11:22
To: Charnwood.Benefits <Charnwood.Benefits@secure.capita.co.uk>
Subject: FAO Sarah Williams

[Download Attachment](#)
Available until 19 Feb 2021

Message  Amended Council Tax Support Tribunal Figures.xlsx (13 KB)  ATT00001.txt (319 B)

Morning Sarah,
There was this spreadsheet in the one sent on 16/1 and another one called council tax.
I am afraid I am having to send them separately by forwarding the original email I sent as it is saved on my laptop and my son is using it for school work. Please bare with me and I will send that and then look for the zip file that you are missing.
Kind regards
[REDACTED]

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Figures adjusted on 16/1/2021 please ignore previous spreadsheet submitted

**This chart shows the amount for each
Bill having taken off 25% single person
& Council Tax Support after issued raised June 2019**

Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

**Chart below shows a list of payments
that my records show I have made
twoards 5 xxxx Close & 9 xxxx Close**

Date of Payment	Amount
DD oct15-mar16	199.99
DD Apr 16- Jan 17	189.74
DD Jan 17-Feb 17	59.46

DD Apr 17- Jan 18	187.9
DD Apr 18 - Jan 19	212.65
DD Apr 19	22.77
DD May 19	22
Cheque June 19	22
Online Payment 10/7/19	181.77
Phone Payment 10/7/2019	849.53
Online Payment Dec 19	53.06
Payment Plan Jan 20	60
Paymnet Plan Feb 20	60
Payment Plan Mar 20	60
Payment Plan Apr 20	60
Payment Plan May 20	60
Payment Plan Jun	60
Payment Plan Jul	60
Payment Plan Aug	60
Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment	340.9
Total	3380.72

Chart below shows

Bills that had been originally issued to me &

19-20 adjusted bill as I agree with this adjustment

Original Bill	Amount Paid
15-16	199.99
16-17	189.74
Dec16-March 17	59.46
17-18	187.9
18-19	212.65
19-20	464.8
Total	1314.54

The chart below shows the total amount of the adjusted bills

minus the amount my records show I have paid and shows what should be left to pay

this is different to the councils figures,

I have asked for a copy of their payment record to see why this is different

Bills From 2015-Feb2019	3380.72
Amount Paid so far	3380.72
Left to pay	0

The chart below shows the amount paid so far minus the original bills and the amount
And what I feel should be returned to me as it was their official error that caused this

Amount my records show I have already paid	3380.72
Amount for original bills	1314.54
to be repaid to me if my appeal is successful	2066.18

Message Council Tax.xlsx (10 KB) ATT00001.txt (319 B)

Dear Sarah,
Here is the second spreadsheet that was missing from the email 16/1 Kind Regards

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Bill dated	Bill Amount	
02/09/2020	2015-2016	590.25
02/09/2020	2016-Dec 2016	583.78
02/01/2020	Dec 2016-Mar 2017	196.85
13/10/2020	2017-2018	769.11
19/11/2019	2018-2019	775.93
16/03/2020	2019-2020	464.8
	Total	3380.72

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Payment Plan Sep	60
Payment Plan Oct	60
Payment Plan Nov	60
Payment Plan Dec	60
Online Payment	66.1
Payment Plan Jan 21	60
Online payment 16.1.2021	192.85
Online payment	340.9
Total	3380.72

To Charnwood.Benefits

 You replied to this message on 21/01/2021 15:09.

 Message  ATT00001.txt (319 B)

Please see attached, hopefully this has worked.

Kind Regards

This message has been scanned by Capita systems, but if you believe it to be spam, please send it to spam@forcepoint.com.

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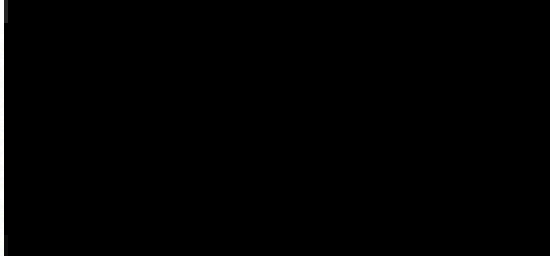


**LEICESTER MAGISTRATES' COURT
SUMMONS FOR NON PAYMENT OF COUNCIL TAX**

(APPLICATION FOR A LIABILITY ORDER)

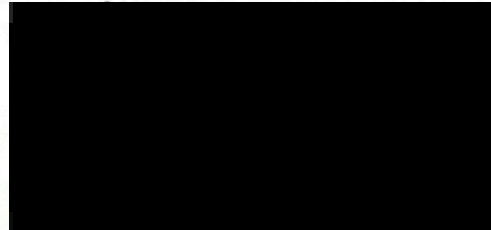
(Part I of the Local Government Finance Act 1992 and Regulation 34 of the Council Tax
(Administration and Enforcement) Regulations 1992.)

000001/0000/100000002/2976847
08992901/002135/001/0002



ACCOUNT NUMBER	74148579
CASE NUMBER	127731
DATE OF ISSUE	15 January 2021

Property subject to Council Tax:



Complaint has today been made to me the undersigned by Charnwood Borough Council that you being a person subject to a Council Tax as shown below have not paid the sum(s) due or part thereof.

Summons period	Arrears Outstanding
01 Apr 2018-31 Mar 2019:	£192.85
Summons Costs:	£45.00
Total Due :	£237.85

You are hereby summonsed to appear before the Magistrates' Court sitting at 15 POCKLINGTONS WALK, LEICESTER on 15 February 2021 at 10:00 a.m. to show cause why you have not paid the said sum(s). If you do not appear you will be proceeded against as if you had appeared and dealt with according to the law.

Michael Seath
Head of Legal Operations



You can pay this for **FREE** in CASH at any outlet displaying the **PayPoint** sign or at a **Post Office** for **FREE** by CASH, CHEQUE or DEBIT CARD. Please present this barcode when making payment.



9826160811874148575

PLEASE NOTE

If the total sum shown above, including costs, is paid to and received by Charnwood Borough Council, Southfields, Loughborough, Leics, LE11 0WX, before the date of the court hearing the complaint will be withdrawn. Any enquiry relating solely to Council Tax should be directed to the Council and not to the Magistrates' Court. Refer overleaf for further information.



Thu 28/01/2021 17:37

FAO : Sarah Williams

To Charnwood.Benefits

We removed extra line breaks from this message.

Message

FE Dated 28.1.21.docx (14 KB)

ATT00001.txt (319 B)

Letter From Council Tax Department 28.1.21.docx (209 KB)

Please see attached two documents for my appeal papers Kind Regards

This message has been scanned by Capita systems, but if you believe it to be spam, please send it to spam@forcepoint.com.

Messages sent to spam@forcepoint.com are queued for email analysis by Forcepoint Threat Lab.

FE Dated 28/1/21

In response to the letter received today from the council tax department.

This email still does not provide the figures I requested. I did receive figures on 18/1/21 but it did not include the payments made from 16/1/21.

They have also not confirmed for me the total amount owed since the amendments in council tax support and the total bill amount before the amendments

This letter states the agreement had been cancelled in October due to not making payment in line with the agreement. I did email when this happened to show the payment had been made and had continued to make the payments in line with the agreement and when I received the final reminder in December wrote again to say I had been making payments in line with the agreement.

This was not looked into for me as requested which resulted in the court summons being issued.

Again I had done nothing wrong and had not missed any payments as I had proved by sending screen shots proving the payment had in fact been made.

As this was not looked into when requested and went instead straight to a court summons I have been caused even more distress through not fault of my own but yet another department error.

This stress causing me to clear the outstanding balance on a credit card as I just can not cope with having to deal with them any further.

I feel the way I have been treated since the housing benefit department error was discovered and my bills have been adjusted has been disgusting. It was due to no fault of my own this arose and rather than being given support trying to keep on top of the bills caused by official department error. I have been hounded . This stress caused has been unbelievable . Over four years worth of bills expected to be cleared straight away when it was caused through no fault of my own is unfair and when a plan was put in place they cancelled it even when I had on fact made those payments.

I feel it extremely unfair department error left me with these bills in the first place and then I have done all I can to resolve the situation and they made further errors that then saw my plan cancelled through no fault of my own.

From their letter I believe they have at least removed the £45 admin fees added due to the courts summons

The distress all this has caused has been overwhelming and I see this is trying to be struck out before hearing which again I feel is so unfair. Why is it department errors can leave innocent people facing not only huge bill but constant harassment and unbelievable amounts of stress?

I hope this can proceed to hearing and be determined fairly.

Kind Regards

XXXX XXXX



www.charnwood.gov.uk

MISS xxxx xxxx

XXXX

Reply to: Charnwood Borough Council

Council Tax Department

PO Box 184

Erith

DA8 9EU

Telephone: 0345 6091258

Email: charnwood.counciltax@secure.capita.co.uk

Fax: 01509 634839

My Ref: CT/LW

Date: 28 January 2021

Dear Miss xxxx,

Council Tax Account: 74148579

Re: 9 xxxx CLOSE, MOUNTSORREL, LEICS, LE12 7FH

Further to your e-mails, received 18th January 2021, I am writing with regards to the above Council Tax account.

It is noted from my records that an e-mail was issued to you direct on the same date advising of all payments received on your Council Tax accounts. As such I refer you to that letter with regards to payments made on both this account and your previous Council Tax account.

According to my records the Arrangement on the above account was cancelled on 13th October 2020 as result of payments not being made in accordance with the Arrangement Noticed dated 19th March 2020. As such an Adjustment Notice was issued 13th October followed by a Final Notice on 18th December 2020 and a Summons on 18th January 2021.

However, I can confirm that a payment for £192.85 has been received on the account on 19th January 2021 and as such the Summons will be removed on this occasion.

Please note that all payments must be made as per bills issued and failure to do so will result in reminders being issued. On the third occasion an account falls into arrears within the same notice period, a Final Notice becomes applicable with the full balance on the account due.

I trust this clarifies the matter.

Yours sincerely



Mr A Jarvis

Revenues Manager

For and on behalf of Charnwood Borough Council



Thu 28/01/2021 17:43

To Charnwood.Benefits

Please also include the email below and screen shots.

Kind Regards

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 20 October 2020 at 15:36:29 BST
To: council.tax@charnwood.gov.uk
Subject: 74148579

Hello,

I have just received a letter to state that £66.10 is due for the above account from April 2019-February 2020. As far as I was aware this period was up to date please can you advise me of when this extra amount was added to the account and why?

Also at the moment I am not currently working so don't have £66.10 to hand to be able to pay this on the 23rd October as your letter asks.

I have been making payments at the beginning of each month of £30 as agreed in my instalment plan and also £30 towards 73969548 as I have not missed a payment have stayed within the agreement ask that this is looked into.

I have attached two photo's showing my last two payments. In the first you will see that I accidentally used my current account number twice rather than the account number above for Heron. I presumed as I submitted the correct address just the wrong account number that it would still be paid off the correct account.

When I realised the extra £30 had come off my other account you can see the next payment was for £60 to rectify the previous months error.

As I have done my best to keep up to date with this agreement even when I am not working hope that the instalment plan can be continued until this goes to Tribunal and the extra £66.10 added to the agreement ?

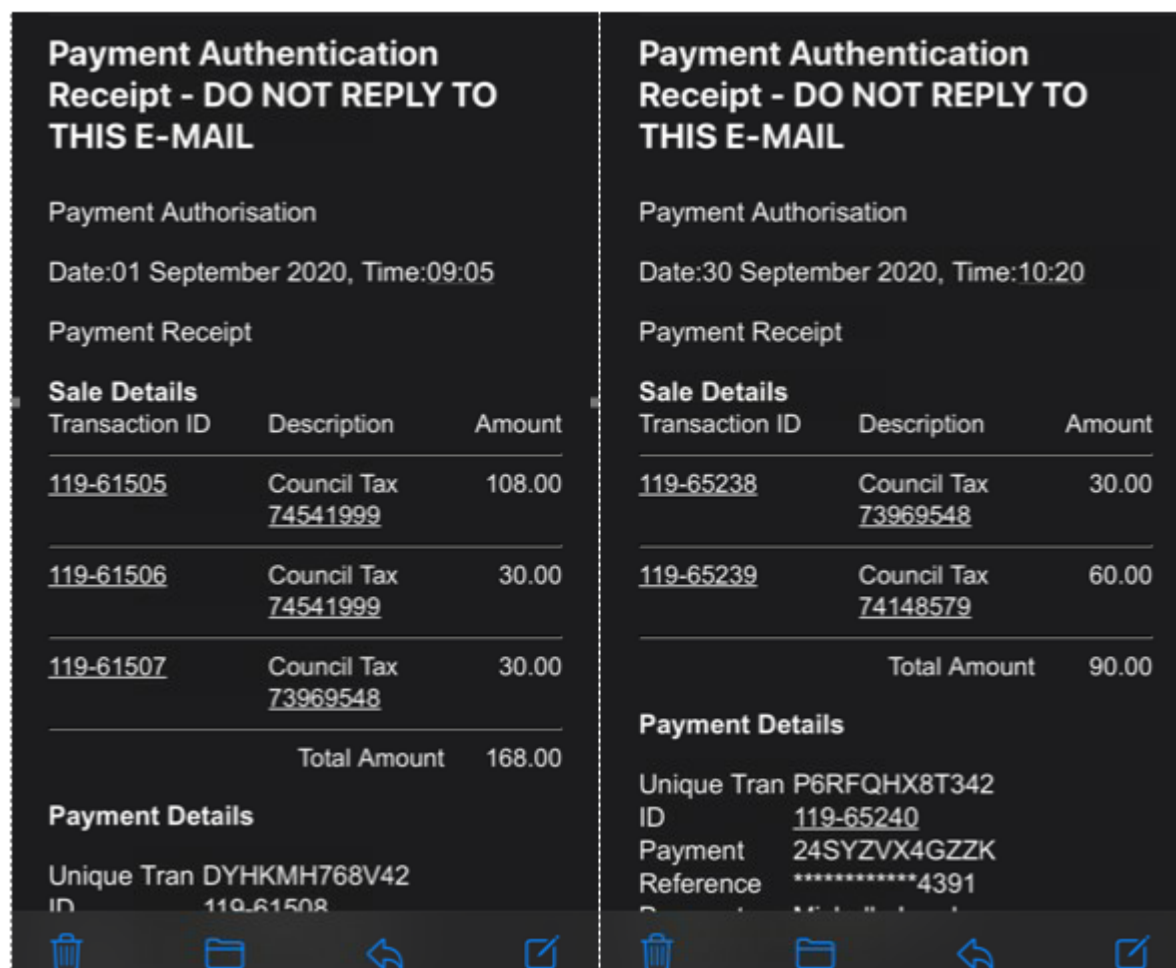
I have also emailed the benefit department as they have awarded me £1.83 based on my previous wage slip even though I notified them that the claim is due to me not working. I stopped working on the 18th September and the new claim was from the 28th September so this also needs looking into and recalculating as my current bill is also incorrect.

I will contact my local MP on the 28th October if I haven't heard from the benefit department as this is 15 working days after I emailed for the second time apart the issue.

-

I hope for this to be resolved as soon as possible and to hear from you soon
Regards

[REDACTED]



Respondant—

Appeal Number:	VT00000923
Appeal Type:	CT Reduction
Appellant's Name:	Mrs xxxx xxxx 9
Appeal Property:	xxxx Close Mountsorrel Loughborough LE12 7FH

Respondent – Charnwood Borough Council

The respondent requests the Appeal be struck out as the Local Authority's Council Tax Reduction Scheme is a discount and not a benefit and falls under the Local Government Finance Act 1992 13A (1) and (2)

<https://www.legislation.gov.uk/ukpga/1992/14/section/13A>

As such the Local Authority has made an award but at a later date recalculated the Appellant's Council Tax Reduction based on financial information received, which created a downward

adjustment which was applied retrospectively. The new awards are in line with the Billing Authority's Council Tax Scheme. The terminology "overpaid due to Official error" disappeared when Council Tax Reduction came in in April 2013.

<https://www.valuationtribunal.gov.uk/wp-content/uploads/2016/02/D-G-v-Liverpool-City-Council.pdf>

The Respondent states that any increase in a Council Tax Bill following a decrease in Council Tax Reduction is billed to the appellant.