

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/12/2016	Average	Waste & Recycling	It is bit cumbersome to navigate	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Lu51zeCRM5iFAIbWNcRfveZ8e59cOYhX
01/12/2016	Good	Planning & Building Control	I found the page very user friendly and helpful. Also telephone manners of staff kind and helpful.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Notice-of-commencement--Building-Regulation-16(1)/email-receipt.html?mgnlFormToken=sjDtKf6WSOOrTuZoR1BPdyoNwrF8vOZL
01/12/2016	Poor	Parking	Can't find where is the option to View THE EVIDENCE?! For the money you are charging the public this website should looks like Donald Trump's home door!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
01/12/2016	Good	Council Tax and Benefits	we don't have contact number which is not convenient.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=EYWTx10KuCcQ5Q80N8k7EQZMy5FpcKbi
01/12/2016	Poor	Assurance	better layout hard to find infomation	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/ward-profiles.html

01/12/2016	Good	Myaccount and lagan forms	My name is Mr ***ar ***n my family address is **3 w**ling **e, H** 0**. I have a flat at Flat * ** H***** ** NW** **. My land Lord is G**y *** in Golders Green. My Passport number is 2***** I believe that J****n M***n from Flat * ** ***** are committing housing benefit fraud and also their is housing benefit fraud conducted at ** *****. also i have requested a suvayer to come to my family property job number is ***** i have sopcken to police about ****n he always says that he is going to blow this property up all the time. Mr ***** s**** the police are looking for him. i have a witness my next door naybayerflat b ** ***** ave, people are stealing my post the land lord is aware of it. *****n and ****d are terrorist and threatening people. I want to istablish naborhod watch in this area and i want to work with you and the police together. my social worker is **** w***t and she works for DSU Edgware hospital. i am willing to make an appotiment for you to come to my ***** my moble number is 07*****	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
01/12/2016	Poor	Council Tax and Benefits	I can't write anything into the box of count number	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1981276538.1479578636
01/12/2016	Poor	Adults and Communities	not enough information - you need details before filling out a form on line why is there no information on this page?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html
01/12/2016	Good	Myaccount and lagan forms	non	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html
01/12/2016	Poor	Council Tax and Benefits	I am moving in with my partner. I am moving from Brent, she is already in another place in Barnet. But I am asked a binary question of "Am I moving from Barnet". One of us is, one isn't.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/4-Details-about-your-move---own.html?mgnlFormToken=RHLXrXE3x2qgHRbtw11F3QyWwJaMVSid
01/12/2016	Good	Children's Services	non	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=K9Z6jua66wUS2qiCr1GP07HI9cKFZ8ul

01/12/2016	Poor	Waste & Recycling	It asks me to select my address and when done it says there is no information.	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/12/2016	Average	Myaccount and lagan forms	i want to tell u i am moving out of the borough	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/profile.html
01/12/2016	Poor	Myaccount and lagan forms	„MJG		https://www.barnet.gov.uk/citizen-home/register.html
01/12/2016	Poor	Environmental Health & Trading Standards	Too vague	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/asbestos.html
01/12/2016	Poor	Libraries	How do I register for Self Service library usage?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/colindale.html
01/12/2016	Good	Council Tax and Benefits	easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html
01/12/2016	Good	Council Tax and Benefits	Very informative and easy to use.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/other-places-for-help-and-advice.html

02/12/2016	Good	Council Tax and Benefits	I am moving out of my rental property and not moving into my new rental property until ten days later. I didn't want to pay for ten day of council tax. I had to fill out this form even though it doesn't really solve my problem. Only the moving out of the one property. I called a number on the Barnet website and was directed here. My query could have been solved with a 30 second conversation rather than wasting a half an hour of my life, scouring the internet to try and answer my problem resulting in this form. Even then I will have to register my new flat for the later date with an actual human on the phone. Why can't I call someone to answer my query? Or have a sufficient FAQ's page that would have address this problem? Its all very frustrating. To add insult to injury as soon as I completed the form, it gave me an actual telephone number to call if I needed any assistance! ARGH!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=w2C8z40EKCeIM2VEJafOQ5F4zPlm1Xx1
02/12/2016	Good	Waste & Recycling	easy to use , Thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
02/12/2016	Poor	Libraries	does not continue to next page	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=1696173232.1389892107
02/12/2016	Poor	Waste & Recycling	I couldn't find green bin collection date	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
02/12/2016	Poor	Council Tax and Benefits	Forms are not clear enough and confusing. Not enough web page support	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=NikB172kQTs1Wx60P9l6nBufDlDrSMe8
02/12/2016	Poor	Waste & Recycling	Need to keep it up to date. I visited the site to check my next green bin collection (for which the site was helpful) but noticed that it still says our other bins are collected on a Friday, when it moved to Mondays some time ago.	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

02/12/2016	Average	Myaccount and lagan forms	Confusi	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
02/12/2016	Poor	Myaccount and lagan forms	Can't activate account! Called the number provided and it takes me to the general Barnet Council number which does not have any option for website support.. I have been told by an operator 3 weeks ago that someone would contact me regarding the problem and so far nothing...	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
02/12/2016	Poor	Waste & Recycling	Get the dates for collection correct in the first place	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
02/12/2016	Good	Myaccount and lagan forms	Easy to use webpage	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6585572647289&lng=-0.18125832080841064&streetid=20002120&location-landmark=Height+restriction+over+Bakers+Hill&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=840659639.1480682235
02/12/2016	Good	Children's Services	very good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=jhm4c8IH2qUVEthoq2mXvmSnXgj8uCil
02/12/2016	Poor	Waste & Recycling	I couldn't get the address finder to work. So in my attempt to report my non collection of my brown bin it was made impossible.	Thank you for your feedback and sorry you have experienced issues with the non collection form online. This may have been a temporary issue as the form has been tested and is now working. If your issue is still unresolved please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
02/12/2016	Poor	Assurance	Because I'm being told the page like linked to parking vouchers 'cannot be found'. Seriously?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html
02/12/2016	Poor	Parking	When you click on buy parking vouchers the page offers me the opportunity to dating everything BUT by vouchers....why?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html

02/12/2016	Poor	Council Tax and Benefits	i cant enter account number	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1699082299.1475168680
02/12/2016	Poor	Waste & Recycling	Want to know green bin collections dates and only the Christmas schedule is shown	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
02/12/2016	Good	Assurance	I aim to make discount on my bill and make the payment monthly Thank u very much	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html
02/12/2016	Poor	Parks	Not fit for purpose	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces.html
02/12/2016	Poor	Waste & Recycling	does not tell me if my green waste can be collected on 2/12/16	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
02/12/2016	Poor	Waste & Recycling	its het..	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
03/12/2016	Poor	Parking	Vague instructions, missing options, generally poor.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
03/12/2016	Poor	Children's Services	The information seems out of date	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/wingfield.html
03/12/2016	Poor	Myaccount and lagan forms	Good summary, pity it cannot be printed properly.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200088028
03/12/2016	Good	Myaccount and lagan forms	waste collectors throw bins around my brown bin is broken in few places waste they drop while collecting stays on the street which is not nice otherwise all of them are very nice	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200038183

03/12/2016	Poor	Waste & Recycling	Doesn't let me find out when the next green bin collection date is. Only tells me about Christmas collection dates. Only trying to find out if you are collecting green bins on Monday.	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
03/12/2016	Poor	Parking	Information too generic. Pathetic attempt	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
03/12/2016	Poor	Libraries	No details of times and locations are provided	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/library-events.html
03/12/2016	Poor	Libraries	stop wasting money on C***** and spend it on the libraries		https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/change-reasons.html
03/12/2016	Good	Assurance	If we could print out the completed form it would be very useful.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Civic-Awards-Nomination-Form/Nomination-statement.html?mgnlFormToken=OnoG0d2OsVDLsPNnf4RRRs4BiSoaUMpz
04/12/2016	Poor	Parking	Need to know when are the dates if the cpz	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/saracens-event-day-cpz.html
04/12/2016	Good	Council Tax and Benefits	please use more clear word for all people exactly second language.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=BdiVsluauu dewfpP98MBf1SyXOm2zcFX
04/12/2016	Poor	Children's Services	I can't find any places to search childcare providers near our place! The search engine is showing loads of results miles away from us - really useless	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/directme.html
04/12/2016	Average	Assurance	In settings and missing some confirmation optional bars after you go ahead well with application or report ending up like It would be undone.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/3-About-the-person-company-you-are-reporting.html?mgnlFormToken=U3uGfklb3M95jTJ8jeAurTTaif35LVrY
04/12/2016	Average	Business	Time limit annoying	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=ckKEJpp9ogy5twzFxTnLQyABDOWCe3Fa

04/12/2016	Good	Council Tax and Benefits	Make it easier to find a link to this section when searching council tax	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=26AJsseBKlc0eMUCAiGxhMkej0yOjsvk
05/12/2016	Poor	Myaccount and lagan forms	Constant bugs in system, not allowing you to move forward. Not a streamlined site.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56644154225892&lng=-0.21559596061706543&streetId=20010480&location-landmark=118+Cotswold+Gardens&trackr-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=154362240.1431932403
05/12/2016	Poor	Planning & Building Control	we can not open the forms and there unable to download. Could you please check it?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html
05/12/2016	Poor	Council Tax and Benefits	Cannot input 2 names....or explain we are the landlords and new tenant - Ms M***** L*****n - moving in	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=Pu1RKFeAD A49hSRreffXOzACC7dGOACL
05/12/2016	Poor	Search	cant find planning portal easily	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=planning+condition&resultsPerPage=10&filters['TP_d octype_grp']=-downloads
05/12/2016	Poor	Parks	clarify the process for dealing with unsafe trees	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
05/12/2016	Good	Assurance	ALREADY RUN MOST EFFICIENTLY.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/16-Compliment.html?mgnlFormToken=S2n83PPCDi6phPe9GTc1wDdnBYZml24U
05/12/2016	Poor	Council and Democracy	contact number needs to be easily accessible	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

05/12/2016	Poor	Council Tax and Benefits	Make it work!	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
05/12/2016	Good	Myaccount and lagan forms	Ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05/12/2016	Good	Assurance	Parking permit for employees	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/Welcome-to-The-Way-We-Work/Colindale---our-new-office.html
05/12/2016	Good	Myaccount and lagan forms	Instructions easy to follow but I needed to report 2 cases of flytipping in two different places in the same street so had to complete two notifications.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61992837291&lng=-0.27759790420532227&streetid=20013820&location-landmark=22+Fairview+Way+HA8&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
05/12/2016	Poor	Myaccount and lagan forms	u xant find anything on here...its oretty much useless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
05/12/2016	Poor	Assurance	p*** w** w**		https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/local-mps-and-meps.html
05/12/2016	Poor	Council Tax and Benefits	I requested a Council Tax Exemption form by letter. I received a reply referring me to the website - this is the nearest page I could find and it tells me to contact the Council!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
05/12/2016	Poor	Assurance	Just need the phone number to pay the Council Tax. Pretty simple request that made difficult Why	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
05/12/2016	Poor	Council Tax and Benefits	Blue dot highlighted not allow me to put my account number It's made so complicated Why do you do this who decides policy to frustrated us the people you are elected to serve	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1095052001.1480961729

05/12/2016	Poor	Council Tax and Benefits	your web page is so bad it doesn't even let you make a payment	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
05/12/2016	Poor	Download	wasn't helpful, couldn't find what i wanted.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html
06/12/2016	Poor	Myaccount and lagan forms	unable to enter problem	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
06/12/2016	Poor	Myaccount and lagan forms	How stupid to limit the nos of characters to a pathetic 250, wasting my time while I try multiple times to edit the text, and without even a counter to show the number of characters.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58528322538367&lng=-0.1894068717956543&streetId=20032740&location-landmark=11&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1739187954.1481011864
06/12/2016	Poor	Myaccount and lagan forms	not intuitive, do not have all the options as with the standard website when you log in to your account	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
06/12/2016	Poor	Myaccount and lagan forms	doesn't work when you try and report a problem. won't move on from the map. On any page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
06/12/2016	Good	Planning & Building Control	you are perfect!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=tNcEHa9Qf17rD69wF7kHtOAHUDv2Ve9W
06/12/2016	Poor	Planning & Building Control	Why do you not print your address anywhere?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html

06/12/2016	Poor	Council Tax and Benefits	I am extremely concerned about the poor quality of the service. I moved to a new property inside the borough of Barnet over 2 weeks ago from another property inside Barnet. I did fill the online application relating to the change of address to pay the council tax on my new property. I received a reply 2 weeks later (not 5 working days as indicated on your reply) showing that the council staff mistakenly mixed up the 2 addresses and emailed me to "confirm" that I am moving into... my old address and assigned a new account number (318****5)!! It is not possible to talk to anyone over the phone, the staff takes weeks to reply online and in the meantime I am still paying the council tax on my old address and I am unable to pay for my new address. This is a complete joke. Regards, David Spivac email address: *****2000@yahoo.com	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=e4GgdQsEhbeuOcmgA9qGNgTeUGRDvffk
06/12/2016	Good	Waste & Recycling	Why did I need to input email address twice.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=kP68yfqJl6SWsX6VNHQUIQ0WifFKkgvk
06/12/2016	Poor	Myaccount and lagan forms	No information provided!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
06/12/2016	Poor	Council Tax and Benefits	I am moving away from the area but have not got a new place arranged just yet. I will be staying with some friends while I look. However I cannot use their address for personal correspondence. Your online form won't let me continue as it demands an address. This is very frustrating for me.		https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=RzttFrmgvcChmC3o58pcM4U7ZjLYGpgh
06/12/2016	Poor	Myaccount and lagan forms	Can't find my details	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
06/12/2016	Poor	Council and Democracy	No Phone Numbers	We are sorry for the inconvenience caused. Thank you for your comments. The webpage you have mentioned allows you to contact the council via webforms only. For contact details, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

06/12/2016	Average	Assurance	don't know	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/Welcome-to-The-Way-We-Work.html
06/12/2016	Poor	Waste & Recycling	When I click in "collection dates" for green bin, it directs me to this page where only Christmas dates are listed.	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06/12/2016	Poor	Parking	I can NEVER find what I am looking for!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/how-cpzs-work.html
06/12/2016	Poor	Schools Information	rubbish	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a42
06/12/2016	Poor	Council Tax and Benefits	Offers no way of applying	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/barnet-crisis-fund.html
06/12/2016	Average	Uncategorised	It's a long, very samey list - could be broken up more or have some pictures	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/events.html
06/12/2016	Good	Planning & Building Control	plse specify openning hour	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/pre-application-planning-advice.html
06/12/2016	Poor	Highways	opening times	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584df2&view=true
06/12/2016	Poor	Waste & Recycling	Can't manually input address for missed collection	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
06/12/2016	Poor	Waste & Recycling	I atrying to establish next green bin collection date keeps taking me to the Christmas schedule, 3 weeks away. Useless info for me right now	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

06/12/2016	Average	Children's Services	Some links don't work, and the pictures don't load. Payment section has no information, which is crucial.	We are sorry for the inconvenience caused. Thank you for your comments. The links have been tested and rectified since. Payment section information has also been updated.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form/DofE-enrolment.html
06/12/2016	Poor	Libraries	My local library is Church End Library but information about the proposed changes are not listed on this web page. This should be updated.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/information-packs.html
06/12/2016	Good	Council Tax and Benefits	You might think of reviewing the second page where it ask for commencing date for the discount, I ticked reason and gave start date. However, it requested a review with an example in a sentence format.I followed the format with start date and still asked for review. This was repeated a few times until I ignored your example and just inserted only the date without the sentence.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=g7T5S2j9M5N745us0c8HmTlLVl8Gsqqh
07/12/2016	Good	Children's Services	All good stuff	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585841
07/12/2016	Good	Waste & Recycling	How about an email reminder for collections. E.g. Your green bin will collected tomorrow etc Cheers L***s y*****f	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/12/2016	Poor	Children's Services	Verbose, bureaucratic and confusing. Why so many individual tick boxes when failure to consent to any one would disqualify ? Also it demanded a landline for Participant 1 but not for the Parent. We do not use a landline.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form/Email-receipt.html?mgnlFormToken=VOobflcljS5wYlbgwTj4IOPFVOG0ksz6
07/12/2016	Average	Council Tax and Benefits	It is okay	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=DrUDpAhaUK0J5XDCUDUyPSsdBGmwcQGj
07/12/2016	Poor	Myaccount and lagan forms	not user friendly.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07/12/2016	Average	Waste & Recycling	They left a number to call when your bin isn't collected. After calling and going through 5 options then another 2 options we were told to go back to the website for answers.	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html

07/12/2016	Poor	Council Tax and Benefits	I want to be able to see a break down of all my payments and cannot see this on my Council Tax Page. The page states that my next payment is due on 5 January and I am wondering why one is not due this month. It's all rather confusing!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
07/12/2016	Poor	Children's Services	out of date	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854284ae7c2872585d99&directoryRecordId=54e3854584ae7c2872585daf&view=true
07/12/2016	Poor	Myaccount and lagan forms	I tried to report a pavement hazard (collapsed water valve cover) outside No 1** Hale Lane N** using your website. It was totally unreceptive and exasperating and I gave up on it.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07/12/2016	Poor	Assurance	I was looking for heading regarding pedestrian crossings but could not find anything that relates to it	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html
07/12/2016	Poor	Adults and Communities	Give a contact telephone number. Option to go straight to blue Badge application form. It is so frustrating	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
07/12/2016	Poor	Myaccount and lagan forms	no send button	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07/12/2016	Poor	Parking	Doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html
07/12/2016	Poor	Myaccount and lagan forms	Allow complaints that aren't just the pre loaded by you, I wanted to congratulate you on doing more to f**k ** traffic in high barnet than if a million extra cars suddenly drove into London, why stop traffic turning from wood street to high street and vis-a-versa since you did this local and through traffic has ground to a halt especially in rush hour is it worth it for small amount of revenue traffic box camera raises? I guess no one high up lives here so wont be affected t***s!		https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.652675892240076&lng=-0.2007254507043399&streetId=20046960&location-landmark=church+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1240852178.1481127202
07/12/2016	Poor	Parking	Unable to see times of controlled zones at all. Basically no help at all. Also when typing this comment cannot see what I am typing as box disappears. Totally useless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html

07/12/2016	Average	News	it does not have a photo album link for all the other pictures taken on the day	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/news/Commemorating-the-Somme-.html
07/12/2016	Good	Schools Information	Nice	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/2-Childs-Details.html?mgnlFormToken=MAXmhAGytee2wBLHuRgVUYOmFdir4sXE
08/12/2016	Good	News	Excellent work by the prosecuting officer.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Eight-successful-housing-prosecution-welcomed.html
08/12/2016	Poor	Schools Information	It seems impossible to obtain a list of secondary schools in Barnet; when you follow links to drill down to relevant information, you find yourself at another summary page or back to the home page rather a comprehensive listing. Very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/free-schools-and-academies.html
08/12/2016	Good	Assurance	Nice website. I'd quite like the name of the developer, if possible?	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=9VH6siyu4eFWJtdcwXEtRtaOYuv7g2Iij
08/12/2016	Average	Housing and Community	unclear	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/housing-and-community/forms.html
08/12/2016	Poor	Myaccount and lagan forms	I can't see my previously reported problem in My Account.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.639892379095045&lng=-0.1710444688796997&streetid=20031860&location-landmark=89+NORTHUMBERLAND+ROAD&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=270026065.1481107302
08/12/2016	Poor	Uncategorised	There is no way to determine your ward and therefore your Councillor	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUuid=1534af9e-fa8b-4a77-8a81-51da11396c98
08/12/2016	Good	Myaccount and lagan forms	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
08/12/2016	Poor	Registrars	The telephone number provided doesn't work.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html

08/12/2016	Poor	Council Tax and Benefits	I am trying to get a refund for my council tax as i have overpaid and now left the area. I filled in a form nothing happened. I called, after eventually getting to speak to a real person in the wrong department looked into it for me and agreed a refund was due, she then took my account details and i have st received NO refund. Not good!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
08/12/2016	Poor	Children's Services	20 minutes is not sufficient to provide details of a referral. MASH are likely to receive insufficient detail and poor referrals as a result	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/7-Referral-details.html?mgnlFormToken=K5luVtVC6kdo11KGbL7JtQMI6GNwmmSd
08/12/2016	Good	Assurance	This is much better than it was last year. I submitted a number of complaints but they appear not have been addressed. I blamed the website at the time but it could also have been human error.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=QdPUdat3LsKloQ6pHVlcpCvNFviBDcGe
08/12/2016	Poor	Assurance	It doesn't have what I'm looking for.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html
08/12/2016	Average	Waste & Recycling	the site is not straightforward when using for a specific reason ie non collection of bin(s)	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
08/12/2016	Poor	Council Tax and Benefits	I'm not sure why my 'Housing benefit reference number' is a compulsory field here but I have no idea what it is or where to find it. Your site doesn't give me any help.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Benefits---household-change/2-Applicants-details.html?mgnlFormToken=Ltk1fDQyAoS3rn0ECy7FUCAw8zor1hbf
08/12/2016	Poor	Council Tax and Benefits	Please suggest a date format your site deems 'valid' as a hint next to a date field or at least in the error message. I'm getting rejected dates but no feedback as to why which is very unhelpful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Benefits---household-change/4-Changes-to-your-household.html?mgnlFormToken=Ltk1fDQyAoS3rn0ECy7FUCAw8zor1hbf
09/12/2016	Poor	Waste & Recycling	Try to complain about no recycle collection not a missed collection.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html

09/12/2016	Poor	Myaccount and lagan forms	on your report a problem website it stalls at the summary page	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620923360423085&lng=-0.17605166525754612&streetId=20022400&location-landmark=house+number+1&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
09/12/2016	Poor	Parks	cannot make a complaint	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
09/12/2016	Poor	Myaccount and lagan forms	When i try to pay it consistently tells me the webpage has timed out	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
09/12/2016	Poor	Waste & Recycling	The enquiry is urgent but finding a contact number is nearly impossible.	Thank you for your feedback and sorry you have experienced issues with the missed collection form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
09/12/2016	Good	Myaccount and lagan forms	Excellent site easy to navigate. I would add the word pavement to Roads for reporting problems	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60133216627364&lng=-0.17231369103683391&streetId=20041240&location-landmark=community+centre&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=851326133.1481293548
09/12/2016	Poor	Waste & Recycling	not accurate	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
09/12/2016	Poor	Council Tax and Benefits	I've been trying to make a council tax payment, last night on my MacBook and now on my iPhone. Both times it's said it's timed out straight a	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=156.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=false

09/12/2016	Poor	Highways	The phone number doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you ring our parking team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Road-safety/cctv.html
09/12/2016	Poor	Waste & Recycling	Completely pointless filling in form for missed rubbish collection and so difficult to find contact number to phone. And then when you finally find the number that Barnet obviously don't want you to find, you are redirected to useless website!	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html
09/12/2016	Poor	Myaccount and lagan forms	the link for buy visitor vouchers takes me to a blank page	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
10/12/2016	Poor	Myaccount and lagan forms	Can't renew my Parking Permit - just get loads of empty white pages when trying!!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
10/12/2016	Poor	Waste & Recycling	I can only see the Christmas period collection dates. I want to know what my normal collection dates are.	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
10/12/2016	Poor	Highways	The number is only Monday to Friday and the road is being surfaced on a Saturday....	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html
10/12/2016	Average	Myaccount and lagan forms	Do not understand why I am not allowed access to getting parking at Bunns Lane CP for Saturday afternoon event at Saracens.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/profile.html?token=af2884db-a826-4b35-bcb1-37eb82c3d70d
10/12/2016	Average	Waste & Recycling	no opening times - that would have been useful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852c84ae7c2872584b4c&list=true
10/12/2016	Good	Myaccount and lagan forms	Excellent	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60219719471763&lng=-0.18703931942582128&streetId=20013200&location-landmark=Whole+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2086942902.1449333013

10/12/2016	Average	Libraries	I'm only a child. That's why I don't get this.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c10
10/12/2016	Poor	Council Tax and Benefits	the 'submit' button doesn't seem to be responsive on the mobile version of this site.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=OIUzf3h3iE3QzmZNKTaquwYV8Bq1gzhn
10/12/2016	Average	Waste & Recycling	It was confusing to not only have to say 'yes' to the type of bin I wanted to report, but 'no' to the others.	Thank you for your feedback and sorry you have experienced issues with the missed collection form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
10/12/2016	Poor	Council Tax and Benefits	Does not allow for overseas postcodes - rubbish	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html
10/12/2016	Poor	Schools Information	lay it out properly because there is too much info everywhere make simple steps to improve	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html
10/12/2016	Average	Waste & Recycling	twice in last couple of weeks bins not collected on due date	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
11/12/2016	Poor	Myaccount and lagan forms	I could not find "Black bin " option My black bin has been stolen because you did not label it with with indelible mark "23 A" can you please replace it. I paid for it few weeks ago ? 55.00	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61522860511484&lng=-0.2394247055053711&streetId=20011800&location-landmark=23+and+25+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1813847929.1481435366
11/12/2016	Good	Children's Services	Neat :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form.html
11/12/2016	Good	Council Tax and Benefits	VERY SIMPLE	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=4sgdUljnFvN3P0cnCuXC1BVcr5TtrOq

11/12/2016	Poor	Waste & Recycling	I don't want Christmas bin collection dates, I want the everyday dates!	Thank you for your feedback and sorry you have experienced issues with your bin collection information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
11/12/2016	Poor	Council Tax and Benefits	confusing, not helpful. tried to make a claim for Council Tax Support but cannot find at all.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support
11/12/2016	Poor	Libraries	provide a proper library service without trying to cut corners everywhere	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html
11/12/2016	Poor	News	council & democracy link leads to this page - I am looking for the council meeting calendar, list of councillors etc - why does this page not link to them? Why make navigation complicated?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/news/categories/council-and-democracy
12/12/2016	Good	Libraries	Very happy with all	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/computers-and-the-internet-public-wifi-and-usage-policy.html
12/12/2016	Poor	Myaccount and lagan forms	No record of where my council tax account disappeared to and no information provided to start again.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
12/12/2016	Poor	Assurance	Broken links	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/finance-and-funding/financial-statements-budgets-and-variance-reports/senior-salaries.html
12/12/2016	Poor	Council Tax and Benefits	it's really outdated and the layout has not been thought through.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
12/12/2016	Good	Myaccount and lagan forms	Great	Thank you for your comments	https://barnet.gov.uk/citizen-home/register.html
12/12/2016	Average	Myaccount and lagan forms	when you ask to create password, it is no clue unless you failed in creating	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
12/12/2016	Poor	Council Tax and Benefits	The form is not working, I cannot enter my account number	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=697736006.1476274567

12/12/2016	Poor	Myaccount and lagan forms	Gives Wednesday as the collection date for general waste, but cannot get information about recycling collection dates, which were Saturday but now seem to be perhaps Monday? Surely this is the correct webpage?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076761
12/12/2016	Poor	Waste & Recycling	The page will not allow me to continue to 'next' If this is the end of the information there is no place for a comment which I need to make.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
12/12/2016	Poor	Myaccount and lagan forms	Tried to log on but my password was rejected/incorrect. Followed the pathway to setting a new password and was promised an e-mail which I was told had been sent, but none received.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64562692527086&lng=-0.17713308334350586&streetId=20027820&location-landmark=Wardrew+Court,+36+Lyonsdown+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1687794146.1466590477
12/12/2016	Good	Waste & Recycling	This website provides very good information about recycling. I would like to know where to find recycling points for various plastic flexible packaging.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/blue-bin.html
13/12/2016	Average	News	not enough data presented. when do the construction works start exactly? did they already start and are ongoing? etc	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-signs--150m-schools--leisure-and-community-centres-contract.html
13/12/2016	Poor	Parking	Why is there a dead link where there should be crucial information?!? This is the sign of a terrible website.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/religious-permits.html
13/12/2016	Good	Waste & Recycling	I really appreciated the search facility. It took me straight to the form I needed which was then really simple and easy to complete. Thank you for your efforts to keep things straightforward for Barnet residents.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=gCmCKEEdGcpNmx45bxrPu9nIKYPvjYqk
13/12/2016	Poor	Council Tax and Benefits	Not clear what the question is	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/4-Details-about-your-move---own.html?mgnlFormToken=MiDAFvcOHTD15Y9Iazowc8UJZOEREeUz

13/12/2016	Average	Council Tax and Benefits	It's not very user friendly for those who have left the UK. website keeps asking for valid postcode and address. Needs modification.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=AnjCCB1AULSHES7FQChwBAA1ncgIRKO8
13/12/2016	Poor	Myaccount and lagan forms	The send button is not very easily seen.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
13/12/2016	Poor	Myaccount and lagan forms	Despite entering all the correct details, it's refusing to accept we exist. I have sent in two direct debit mandates and yet you still haven't taken any money and now I can't even log in online to pay them - so frustrating!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
13/12/2016	Poor	Waste & Recycling	This seems unnecessarily complicated! Please simplify	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/12/2016	Poor	Search	i searched for information and it found no key words in any document, yet google shows part of information needed	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02512/FUL&resultsPerPage=10&filters['TP_doctype_grp']=pages&page=114
13/12/2016	Average	Libraries	Renewal online?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/north-finchley.html
13/12/2016	Average	Libraries	No telephone renewals or online directly but managed to get through to a call centre eventually other wise would have gone round in circles. I do have to mention the recorded line refers to 'Chipping Barten' so the voiceover artiste has read verbatim a typo on the script. That it has been published indicates all the reasons for keeping public services local. At least we know where we are and how to spell & type accurately though deemed unsuitable for employment in public services.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/north-finchley.html

13/12/2016	Average	Myaccount and lagan forms	This site gives promise of following action: I await results with interest.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.601601659469274&lng=-0.1795758240041323&streetId=20047280&location-landmark=144/146&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1181967410.1472120281
13/12/2016	Poor	Council Tax and Benefits	Need to actually speak to a person and every page is a form	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html
13/12/2016	Poor	Children's Services	Unable to filter the directory entries	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854284ae7c2872585d99&list=true
13/12/2016	Poor	Parking	site not a simple	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
13/12/2016	Good	Council Tax and Benefits	nil	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=5yDBgq2P OITPc6S1CgimHt8AB7cz9Lar
13/12/2016	Poor	Waste & Recycling	I don't think this form works based on the feedback email I get which doesn't record which bin was ever collected. Nobody ever responds to these reports and recycling bins have remained uncollected since 21st November 2016. It is now 13th December 2016. Bins are overflowing in the car park and Barnet will not collect?	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/12/2016	Good	Schools Information	srbve4 w	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/email-receipt.html?mgnlFormToken=0UHRkhJdlGQmka49cozJf2R9UaDbp55c
13/12/2016	Average	Children's Services	some unclear wording in application form expedition section	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form/Email-receipt.html?mgnlFormToken=xtrO27Dyu hnxLiLOBuD2ZowFiukYtmfC

13/12/2016	Poor	Myaccount and lagan forms	not user friendly.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64599142164974&lng=-0.20378082990646362&streetId=20028320&location-landmark=width+restriction+on+opposite+side+to+coop+shop&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
13/12/2016	Good	Myaccount and lagan forms	It took 15 minutes for me to navigate all the questions and I could not reach my 250 letter entry despite numerous attempts as i would have liked to make further comments related to the road condition. Otherwise the entry was satisfactory	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64599142164974&lng=-0.20378082990646362&streetId=20028320&location-landmark=width+restriction+on+opposite+side+to+coop+shop&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
14/12/2016	Poor	Myaccount and lagan forms	Poor navigation of webpage. Page is not very intuitive. I was trying to report a problem and have not been successful in completing the task. I cannot report a problem via the page and if it's because I need to 'Login/Register' this should be clearly indicated on the page (current it is not!).	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
14/12/2016	Average	Waste & Recycling	Just disappointed With Barnet services not the pages	Thank you for your feedback and sorry you have experienced issues with the service. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14/12/2016	Poor	Assurance	You are a disgrace		https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html
14/12/2016	Poor	Libraries	Didn't work on numerous refreshes on different pages	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=32650674.1481729096
14/12/2016	Poor	Council Tax and Benefits	The information in the document is not clear	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax-support.html

14/12/2016	Good	Libraries	It would be very useful to know more about the development of particular roads and areas as the large houses were sold off.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/regents-park-and-ballards-lane-finchley-n3.html
14/12/2016	Poor	Council Tax and Benefits	You cannot easily get your council tax refunded when you have moved out of the borough. There is no clear information on the website I have had no response to my form. If you have responded then its been sent to my old address which i don't live at. Also your phone line is useless. It took 10 minutes to get through the options by which point it was 17.16 and apparently your lines shut at 17.15.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html
14/12/2016	Average	Myaccount and lagan forms	You could say t the beginning that you will be able to review the reported problem before submitting it.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65886466902576&lng=-0.21508634090423584&streetid=20006460&location-landmark=Environmental+Centre,+101+Byng+Rd&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2133911439.1470145898
14/12/2016	Poor	Waste & Recycling	I have had terribly poor service by the sbs team. The website doesn't help with this in any way.	Thank you for your feedback and sorry you have experienced issues with the service. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
14/12/2016	Poor	Children's Services	It is all so complicated. If children use the website themselves, they shall not understand what to do.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form.html
14/12/2016	Poor	Registrars	I think you should show images of the chapels and grounds plus a little bit of history of the crematorium would have been helpful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/funerals.html
14/12/2016	Good	Parking	great website to use. I love barnet london borough please waive of my PCN Thank you very much	Thank you for your comments	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking

15/12/2016	Poor	Waste & Recycling	Expect quicker response than the 5 days quoted. First response on your site told me that no reference to why the bin was not emptied then had to respond again to report it. In Lincolnshire where I live this scenario is dealt with on the telephone and they already have the feedback from the collection team why the bin was not emptied. In the case of my mothers bin I cannot see a reason why it was not emptied.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
15/12/2016	Poor	Parks	I cannot find the correct number to speak to someone who is 'in charge of Lyttelton park. I want to find out if I can book a small private event there. The phone system is just as bad - if not worse!!! If I ring the number on the page I get 5 options. 3 are about rubbish, 1 mentions parks, I don't know what the other one is but they can't help and put me straight back to the number with the 5 options. FRUSTRATED!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure.html
15/12/2016	Poor	Parks	Need full postcode	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584beb&directoryRecordId=54e3852d84ae7c2872584bf0
15/12/2016	Average	Assurance	nothing about reporting broken pavements on this page	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
15/12/2016	Poor	Council Tax and Benefits	This is flawed and needs amending. I am an owner but am not selling and am not catered for. I am moving out but my property is being rented, not sold. There is insufficient space to put the required detail and when I rung up to speak to someone it is impossible to do anything other than hear recorded messages. This has left me unbelievably frustrated and has given me an overwhelmingly negative view of your council and service provision.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=jlCE8KBijLFvnD9ilQxJbW3ilL5Rseea
15/12/2016	Good	Children's Services	n	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form/Email-receipt.html?mgnlFormToken=elO83XB2tXjCkw7ZleBoLHIXidGkrAG5

15/12/2016	Poor	Myaccount and lagan forms	The website is badly coded, difficult to navigate, help pages don't open in separate tabs and cause details entered to be lost. Additionally the password requirements are too strict and force inherently unmemorable passwords to be used, which then end up subsequently forgotten.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
15/12/2016	Poor	Waste & Recycling	iultfjaiseag7tsieeb5h9rwe		https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html
15/12/2016	Average	Children's Services	to prove just for admision	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=bgY6bl8s04i dBUWGPHgY7gPM7I2MALYQ
15/12/2016	Poor	Children's Services	the information is circular!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/duke-of-edinburghs-award.html
15/12/2016	Poor	Waste & Recycling	Site doesn't work.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
16/12/2016	Poor	Waste & Recycling	In Your reception operators are liers. On 30/11 blue bin not collected. on 7/12 black bin not collected. Your ref given by operator oo3307. reported denied ref as wrong first. checked new ref given 1003307 which would collected on sat 9/12. asked bin man remarks was operators are liers best write to them. Now today 14/12 blue bin is not collected on the street. Is This a joke or do we have to chuck on the road as we are paying for it to be collected. You have some female operator who has got wrong attitude. reference to a call on 12/12. telling me to take it to summers lane as a disable person. What am I paying tax for?????	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
16/12/2016	Poor	Council Tax and Benefits	Because the contact information doesnt enable me to speak to anyone!!!! You ring and it provides automated messages and then hangs up on you. Very poor customer service	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
16/12/2016	Poor	Business	F*** Y**		https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=b30ilZLsZ8MZN7zLQRa1Ka4dWviKutcR

16/12/2016	Poor	Waste & Recycling	not having to wait 5 days before a missed bin query is answered as they are weekly collections	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
16/12/2016	Poor	Assurance	Get the right number for the department. Not just one that is the same once rung	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
16/12/2016	Poor	Waste & Recycling	Why are we unable to speak to a human being regarding a missed collection	Thank you for your feedback and sorry you have experienced issues with the service. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
16/12/2016	Good	Assurance	this is such a nice form... wow :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Civic-Awards-Nomination-Form.html
16/12/2016	Good	Children's Services	Barnet.. I am from the Borough of Haringey... wow... what a webform !!! Very creative :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Youth-programme-and-activities-form.html
16/12/2016	Good	Homepage	love the bins inside the globe thing ... nice festive touch :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
16/12/2016	Good	Registrars	I love you babe ... I will marry you one day xxx	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises.html
16/12/2016	Good	Waste & Recycling	??? love bins	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
16/12/2016	Good	News	Good initiative... we'll get evidence of their horrendous behaviour ;(Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Barnet-enforcement-officers-to-wear-body-cams.html
16/12/2016	Good	News	???? Love the pic ... bins in snow globe... very festive :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Christmas-waste-and-recycling-collection-dates.html
16/12/2016	Poor	Assurance	You say to contact the office, with opening times. The office I required is open until 5pm, but the recorded message said it was closed as was the whole building. I tried various contact numbers from 4pm. Is Friday a half day ? Thank god my problem can wait, hopefully. L. Lucas	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/registers.html
16/12/2016	Poor	Myaccount and lagan forms	loop upon loop upon loop. asking the same questions and finding no solution. probably designed that way so job well done then i guess.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html

16/12/2016	Poor	Adults and Communities	it does not work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/adult-social-care/get-involved/Your-Voice-Newsletter.html
16/12/2016	Good	Waste & Recycling	A good service. Easy to understand	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=sWlJiSINvN VpXdyPQbclaiuiQQ0yYaYqQ
16/12/2016	Poor	Libraries	i can not find what i'm looking for	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries.html
16/12/2016	Average	Parking	nothing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
16/12/2016	Poor	Registrars	An index with Links on the top listing each of the different topics would be helpful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html
16/12/2016	Poor	Waste & Recycling	Page says my next green bin collection day is the 24th which it isn't as there is a pause over the festive period. This should be reflected in the output of the page. Really you should continue to empty the green bins with extra collections over the festive period since it is a great period to do some garden clear out but without the green waste collection my efforts are complicated.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/12/2016	Poor	Children's Services	Doesnt have anything about ofstead and i was directed to this page specifically for that	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fyi-families-and-young-peoples-information-service
17/12/2016	Poor	Highways	If you don't know the name of the car parks this info is useless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&list=true
17/12/2016	Poor	Myaccount and lagan forms	I tried to renew over the phone four days ago and was told the system was down, forcing me to spend my Saturday doing this online. Not happy.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
17/12/2016	Poor	Myaccount and lagan forms	Will not work! Sort it out!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

17/12/2016	Poor	Council Tax and Benefits	The form does not allow me to put my account number in.	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=531280534.1481986439
17/12/2016	Poor	Council Tax and Benefits	Show always errors	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1705069113.1470652221
17/12/2016	Poor	News	No diving	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-signs--150m-schools--leisure-and-community-centres--contract.html
18/12/2016	Poor	Myaccount and lagan forms	Trying to fit problem into your categories is not at all straightforward. Leaves on pavements is surely a regular complaint? but you have to guess what to look under. unable to edit location wrongly attributed to my mark on the map so had to start all over again.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.619412454804625&lng=-0.18796491613102262&streetId=20042820&location-landmark=Bridge+over+Dollis+Brook+in+Tillingham+~Way+N12&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1308892380.1464905304
18/12/2016	Good	Registrars	We need to be able to pay on this website and have Documents sent worldwide. We received a Document from Kilburn with no difficulty. Regards Eileen	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=zMVKnM0loaMw1DRV96kCeFSQt9MV8d0

18/12/2016	Poor	Myaccount and lagan forms	The complaint filed gives an inaccurate location of the problem and doe not allow we to edit the location. My complaint relates to a problem outside 6* Mea**** NW** **J but the report reference as road (Bigwood Road) that has nothing to do with the problem and is not an accurate reference to it.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5796658097997&lng=-0.18613457679748535&streetid=20003620&location-landmark=67+Meadway+++this+is+the+second+time+of+writing.+O+utside+67+Meadway,+the+pavement+level+has+detrirated+and+I+consider+it+to+be+entirely+unsafe.+There+ae+broken+and+missing+paving+stones+and+an&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1579117405.1456913372
18/12/2016	Poor	Myaccount and lagan forms	I cannot see any of my council tax accounts, nor pay them	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
18/12/2016	Poor	Business	Not explicit about how to find out more	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home/business/commercial-property-for-sale-and-rent.html
18/12/2016	Poor	Parking	Why bother having a section where you can challenge a penalty notice when you get no reply whatsoever, not even an automated one to say your query has been received. Completely useless.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
18/12/2016	Good	Myaccount and lagan forms	It may help further if we were given the option of uploading a couple of photos of the problem (i.e. fly tipping), as this could go some way to possibly identifying perpetrators. Just a thought.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.555288078261434&lng=-0.21345019340515137&streetid=20400106&location-landmark=The+corner+of+Ash+Grove/Cricklewood+Broadway+just+outside+the+Curtain+Shop&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
18/12/2016	Poor	Myaccount and lagan forms	I tried several times to create an account but it kept saying your password does not meet the required minimum complexity. I will assure you I did follow the instruction of minimum complexity. for example: I created the following password QAZwsx!16 it did not work. and then this asdfWAZX16 this one too did not work. It's really frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/register.html

18/12/2016	Good	Children's Services	The drop down menu are not suitable for mobile phone	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=fumloRkSc9hnJc4E4ilrKfdobRsHGdsr
18/12/2016	Poor	Council and Democracy	All I want is to hear back from yourselves about a parking ticket..why is it so hard to find a number to call	We are sorry for the inconvenience caused. Thank you for your comments. The webpage you have mentioned allows you to contact the council via webforms only. For contact details, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
19/12/2016	Good	News	Unitas will replace Canada Villa? :o ?6 million?!!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Views-sought-on-proposed-Youth-Zone.html
19/12/2016	Good	Myaccount and lagan forms	Link not working	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19/12/2016	Good	Events	I did not realize things like that went on !!!! so maybe let it be known what goes on in libraries.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/events.html
19/12/2016	Poor	Myaccount and lagan forms	I cannot view my bill or even all the payments I have made.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
19/12/2016	Good	Council Tax and Benefits	Great site, thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=RKckTbfTxFcB0c625dJoZDYxUNpTk2JD
19/12/2016	Poor	Highways	The telephone number listed on this page for reporting abandoned vehicles never gets answered, and then goes dead after 31 seconds every time it is rang, whenever and whatever time it is rung. Useless!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html
19/12/2016	Poor	Assurance	It is ridiculous that I keep calling but there is no option to speak to someone in the team	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
19/12/2016	Poor	Council and Democracy	no phone numbers to contact the council	We are sorry for the inconvenience caused. Thank you for your comments. The webpage you have mentioned allows you to contact the council via webforms only. For contact details, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

19/12/2016	Good	Registrars	Easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=A5GMMGWvrCqKV7X3opCzP1yJrT6f9Myz
19/12/2016	Poor	Assurance	Make the site work!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/interactive-maps.html
19/12/2016	Poor	Adults and Communities	Continuous clicking only to return back to main social care menu. Very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853184ae7c2872585034&list=true
19/12/2016	Poor	Adults and Communities	Show telephone contact number for enquiries which need more specific information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
19/12/2016	Poor	Highways	Telephone contact number needed	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries
19/12/2016	Average	Myaccount and lagan forms	Could improve ease of use	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616177924156105&lng=-0.2599811553955078&streetId=20011920&location-landmark=Edgware+supermarket&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=562983574.1437823591
19/12/2016	Average	Myaccount and lagan forms	Could be laid out better	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.615989311032486&lng=-0.2600240707397461&streetId=20011880&location-landmark=Deans+drive+and+deans+lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=562983574.1437823591
19/12/2016	Average	Myaccount and lagan forms	I see here "Council Tax" , I want to pay my council tax here... it's logic.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://barnet.gov.uk/citizen-home/my-account/council-tax.html

20/12/2016	Good	Libraries	Easy to understand and use. Very clear, easy to read layout.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/forms/Barnet-libraries-volunteer/email-receipt.html?mgnlFormToken=wJDgReh9uYTUNA20i50Jhvk6z8De2X6t
20/12/2016	Good	Waste & Recycling	Needs a logo here and some images.... :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/12/2016	Good	Waste & Recycling	Love the X-mas logo :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
20/12/2016	Good	Assurance	Will you look at this... blaz? !!!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Civic-Awards-Nomination-Form.html
20/12/2016	Poor	Myaccount and lagan forms	Does not inform when the blue bins will be collected	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200198438
20/12/2016	Poor	Myaccount and lagan forms	I was trying to find my address and notify the council that I was moving. I couldn't do it online. Frustrating!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
20/12/2016	Average	Council Tax and Benefits	Make it more easy to understand	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=YLySM9LDYKmpm8GdQGQzTIDnMv9EtAT
20/12/2016	Poor	Myaccount and lagan forms	Cannot create an account	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
20/12/2016	Poor	Assurance	Disgusted by limitations of time allowed to complete complaint form.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html?mgnlFormToken=0mkM3jakl7KtTgj8tNIYMc1UgtEi1LE6
20/12/2016	Poor	Myaccount and lagan forms	No clear completion instructions. Could not complete problem reporting	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
20/12/2016	Poor	Council Tax and Benefits	This is an awful site. All I want to do is find out how much I owe you and both this website and the phone lines make it impossible.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html

20/12/2016	Poor	Assurance	you cannot get through to any one regarding parking tickets. when submitting an appeal you get no email to confirm it has been sent or relieved.	We are sorry for the inconvenience caused. Thank you for your comments. You can contact the parking team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
20/12/2016	Poor	Libraries	Tried to reserve a book - but I got this. https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve%20an%20item Reserve an item The owner of oeneus.barnet.gov.uk has configured their web site improperly. To protect your information from being stolen, Firefox has not connected to this web site. Learn more? So it doesn't work, does it?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately call your local library	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item
20/12/2016	Poor	Council Tax and Benefits	It's near on impossible to find any information online or via your phone line about how to get a refund if your account is in credit.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
20/12/2016	Good	Waste & Recycling	all good thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2ltSPXOTS4uxDFLnuPk4TiAwSLEIo2b
20/12/2016	Poor	Libraries	Put a link to normal opening hours!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/libraries
20/12/2016	Poor	Parking	The Barnet consil is idiot fucking traffic worded	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
20/12/2016	Poor	Parking	It has links that are cut in half by other things on the page and I can't find the link to pay a penalty charge notice	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
20/12/2016	Poor	Homepage	Often struggle to use the website on my tablet. Other boroughs websites are easy to use but Barnets is difficult in many ways.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home
21/12/2016	Average	Business	I'm just looking for advice on starting up a business and unless I'm unemployed there doeany seem to be any help	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/business-support/Business-support--start-up.html
21/12/2016	Good	Waste & Recycling	Holidays are coming...	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html

21/12/2016	Average	Myaccount and lagan forms	Web theme is not responsive -phone-address it to web developers	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60156453912747&lng=-0.23517608642578122&streetId=20020360&location-landmark=The+traffic+light+is+constantly+not+working+to+turn+from+M1+to+Watford+Way.+Vehicles+go+on+red,+because+there+is+no+other+way!+Please+fix!+Ps!+Your+form+here+is+terrible.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1147624892.1454969137
21/12/2016	Poor	Registrars	Telephone number contact published on this site (0208 359 3399) does not work).	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html
21/12/2016	Good	Myaccount and lagan forms	you are fast and efficient !	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65220904546786&lng=-0.15599459409713742&streetId=20046580&location-landmark=1,+Wilton+Road,+N10+ILX&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
21/12/2016	Poor	Highways	YOU ARE A PRIVATE ENTITIY NOT A PUBLIC ENTITY YOU ARE NOT BARNET COUNCIL WE AS PRIVATE RESIDENTS HAVE NO CONTRACTS WITH YOU YOU ARE A CORPORATION PRIVATE ENTITY YOU ARE NOT BARNET COUNCIL!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries.html
21/12/2016	Poor	Myaccount and lagan forms	The process of renewing a parking permit online is hopelessly complicated. First you give the details of my car and permit and then you ask all the questions as if I were applying for a new permit and you had no record of my contact and address details. Unfortunately it is still easier and quicker to apply by phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
21/12/2016	Poor	Council Tax and Benefits	the phone number on the page doesn't work!! 020 83594475	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html

21/12/2016	Poor	Myaccount and lagan forms	So just a drop my children and it take penalty all you to seconds	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
21/12/2016	Poor	Parking	Very poor working condition... very disappointing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn
21/12/2016	Average	Parks	Interactive Map would be useful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
21/12/2016	Poor	Myaccount and lagan forms	Please pass on to relevant authority rubbish has started to be dumped on corner parsons crescent/wolmer gardens	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21/12/2016	Poor	Assurance	The page provides great and useful information but is too text heavy.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/new-starters-welcome/Adults---Communities/Adults-Teams.html
21/12/2016	Poor	Planning & Building Control	I needed to to have an overview of the location of conservation areas within the borough. As I am doing a task on behalf of TfL and need to know if any conservation areas are within the vicinity of our railway. As I don't live in the area I have no idea of where within the borough any of these areas are and the proximity to our railway. One map showing a general spatial arrangement of the conservation areas would have been more useful.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html
21/12/2016	Good	Waste & Recycling	it's fine	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/12/2016	Good	Myaccount and lagan forms	Not sure where to enter details of problem	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21/12/2016	Poor	Assurance	the link to email does not work. waste of time	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/registers.html
21/12/2016	Good	Business	Happy with page	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=7iyaUIMD4TGY5GCoTm6sMumCPpgtjOCX

22/12/2016	Poor	Council Tax and Benefits	I cannot proceed with the payment. YOUR WEBSITE IS NOT ALLOWING ME TO GO FORWARD after pressing "Next" button. My Account No.804****. Robert *****	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/housing-benefit-overpayment.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Repay Housing Benefit Overpayment&client-id=767664367.1482399796
22/12/2016	Good	Council Tax and Benefits	Quite easy to use.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=RedNHdxGRhAveXlt88B1zPOjy5le85S4
22/12/2016	Poor	Homepage	Difficult to navigate and not clear.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
22/12/2016	Poor	Myaccount and lagan forms	My account has been removed and does not give me the option of adding it.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
22/12/2016	Poor	News	You don't mention what the rules are for parking in CPZ bays over Christmas.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
22/12/2016	Poor	Waste & Recycling	Cannot find out if there is a collection on Friday 23 December.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/12/2016	Poor	Libraries	No mention that Chipping Barnet library is closed till February. Just had a completely waster journey and car park ticket.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
22/12/2016	Poor	Planning & Building Control	Looking for explanation of major or minor developments but cannot find it.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/pre-application-advice.html
22/12/2016	Poor	Search	Make the search engine use the entire search term that I enter. I put in TPP/08**/16 and got over 9000 replies all of which seem to have reacted only to '16'.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=TPP/0804/16&resultsPerPage=10&filters['TP_doctype_grp']=downloads

22/12/2016	Poor	Council and Democracy	10 working days to REPLY is not good enough - I can get an instant answer if I call	We are sorry for the inconvenience caused. Thank you for your comments. The webpage you have mentioned allows you to contact the council via webforms only. For contact details, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
22/12/2016	Poor	Council and Democracy	WHERE IS LIBRARIES ON THIS PAGE??? Phone number doesn't work either!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. For contact details, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
22/12/2016	Poor	Council and Democracy	Why is electoral roll missing??	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. For electoral register information, please use the following web page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/registers.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
22/12/2016	Good	Myaccount and lagan forms	THANK YOU IT IS SIMPLE AND EASY	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html?token=6648b7fd-ac34-475d-b7c7-ae7f53a15382
22/12/2016	Poor	Registrars	session expires as soon as you start	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/1-Data-Protection.html?mgnlFormToken=86dZgkUyy7O2EjyTPTZAeJOGtApn5vrv
22/12/2016	Average	Myaccount and lagan forms	Cant find a PDF version of my council tax bill	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. You can send an email to first.contact@barnet.gov.uk or call our Council Tax team on 0208 359 2608 for assistance.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
22/12/2016	Poor	Planning & Building Control	this is a terrible way to upload multiple documents...	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/7-Attached-information.html?mgnlFormToken=ONEXOjW8aLOT20QB8hm7Z42fPvxKypVW
23/12/2016	Poor	Council Tax and Benefits	It is so hard to find the right contact numbers when it is an emergency and the forms won't suffice	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html

23/12/2016	Poor	Waste & Recycling	information seems to contradict each other	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/12/2016	Poor	Council Tax and Benefits	The council helpline informs me that there should be a form for requesting a council tax refund. Where is it? I want my money back!	We are sorry for the inconvenience caused. Thank you for your comments. This has now been rectified.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html
23/12/2016	Poor	Waste & Recycling	My comment will be about the miss collection of bin which they forgot it to collect it. I am happy with the website, the website is very useful and helpful.	Thank you for your feedback and sorry you have experienced issues with the service. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
23/12/2016	Poor	Council Tax and Benefits	This is a bit s***		https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=VQNYghBnq3qBrLtctIMjff5vlYya8ib2
23/12/2016	Poor	Council Tax and Benefits	Was directed to this page after ringing. several times and it is impossible to speak to anyone. I have received two notices from you one fro previous flat and one one for current. One says I am due a refund whilst the other says that amount due is 'already subject to recovery action. Automated responses are not helping and they cut you off if you don't press correct option. How the hell do I get in contact with you people? You certainly don't waste time contacting us when you want payment!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
23/12/2016	Poor	News	Libraries are scrapped.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Preferred-partners-chosen-to-run-four-libraries.html
23/12/2016	Poor	Council Tax and Benefits	I didn't show any option to select from and still won't let me get thru	We are sorry for the inconvenience caused. Thank you for your comments. This form only works if you are logged in to My Account. If your council tax account details do not show, this may be that you have been logged out of your My Account. Please log back into your My Account and start the form again.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=false
24/12/2016	Good	Waste & Recycling	Having the Christmas collection dates on the website is very useful information. To manage waste management.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

24/12/2016	Good	Council Tax and Benefits	Very good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=vxZPk2skbOsVr2kQUaMNqDcokWTx34ZH
24/12/2016	Poor	Myaccount and lagan forms	The printed version of waste and recycling dates misses off the address, months and actual collection dates. Another page states next collection date is Monday 26 December where as the printed version shows,in red, that it is an unavailable date.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200063484
24/12/2016	Good	Waste & Recycling	this website helps you understand	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/7-Declaration---I-dont-have-a-black-blue-brown-green-bin.html?mgnlFormToken=ZnRZWb41olzLSCUdFzTV24MqnFAAWo
24/12/2016	Poor	News	Doesn't not specify residents bays got a ticket thanks .	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
24/12/2016	Good	Myaccount and lagan forms	Get an app like Brent	Thank you for your comments	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.557209214298936&lng=-0.21358966827392578&streetid=20014200&location-landmark=2+Elm+Grove&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=186106890.1470491335
25/12/2016	Good	Business	Good webpage no suggestions	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=FjudlfzFVY4Hn5SuUVCE9ppi79dMhEj9
25/12/2016	Average	Registrars	Christmas Day and Boxing Day opening hours	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html
25/12/2016	Poor	Waste & Recycling	My bin collection date was brought forward so now I won't have a collection until 02/01. It would have been a courtesy to let affected residents know this (mail shot) by other means as most people who only stopped working at the end of last week would have assumed as you usually collect on other bank holidays that is would be the same.	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

25/12/2016	Good	Libraries	EXELLENT. you gave all the information we needed at first glance at the screen	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/golders-green.html
25/12/2016	Poor	News	Provide earlier notification of changes to waste collections. 24hour notice, posted on your website with no notice delivered to our address is very poor.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/news/Christmas-waste-and-recycling-collection-dates0.html
25/12/2016	Poor	Registrars	Where are the different burial fees shown???	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/hendon-cemetery-and-crematorium-charges.html
25/12/2016	Good	Homepage	Merry Xmas!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
25/12/2016	Poor	Parking	I can't find out which days resident parking restrictions apply. E.g., unclear whether applies to Boxing day and 27th December	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking.html
25/12/2016	Poor	Children's Services	It does not tell you how you can apply online	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html
26/12/2016	Poor	Assurance	Council tax goes up, service quality goes downhill.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses.html
26/12/2016	Poor	News	Rubbish not clear at all	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
26/12/2016	Poor	Libraries	Page did not take work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request+a+library+card&client-id=1329814106.1482737845
26/12/2016	Good	Waste & Recycling	VERY USER FRIENDLY..	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=mPCOS2vvhNrWofDkIE79j6VLx0KF8I9G
26/12/2016	Good	Adults and Communities	Very good!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e0c

26/12/2016	Poor	Waste & Recycling	what is a black bin? What about grey ones?	Thank you for your feedback and sorry you have experienced issues with the service and the information provided. Please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
26/12/2016	Average	Waste & Recycling	I report the recycling collection on 20th Dec reference miss collection the previous Satureau Reference 1014641 was told it would be collected asap but it was not called again on 23rd Dec reassured it would be collect next day still not and we have 325 flats on this estate on Somerton Road --- please now collect asap Thank you ***** M****y *0 Upton Close London N** 1** 020 8 45* 3***	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
26/12/2016	Good	Libraries	great webpage	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
26/12/2016	Average	Myaccount and lagan forms	Would have liked to print the calendar. My 'copy and paste' does not yield a satisfactory result (Word for Windows).	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200118461
26/12/2016	Poor	Myaccount and lagan forms	I can't remember my password and there is no option to recover it... I use this password once a year!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/register.html
27/12/2016	Average	Myaccount and lagan forms	not accurate for 27th december	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200109306
27/12/2016	Poor	Search	COULD NOT FIND DOCUMENT 16/7601/ful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/7601/FUL&resultsPerPage=10&filters['TP_doctype_grp']=downloads
27/12/2016	Good	Waste & Recycling	Its a great website	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=jrXDKarNlgCIV0MwfxvMXJk7p3geWeG
27/12/2016	Poor	Freedom of information	Can't log in	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2016-11-23&caseId=3206596&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa

27/12/2016	Poor	Waste & Recycling	Incorrect information, states green bin collection as 31/12/16 and also that it will not be until following week	Thank you for your feedback and sorry you have experienced issues with bin collection information. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
28/12/2016	Poor	Search	I have spent a wile searching to find what fuel I can burn in my fireplace but it is not listed in a clear way and I can't find it on the site	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=smokeless+zone
28/12/2016	Poor	Parks	Map poor quality, unable to get more detail by zooming in. Utterly pointless exercise.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html
28/12/2016	Average	Myaccount and lagan forms	I would rather speak to someone directly and only have access to the website while my daughter is with me. I do not use computers and the like in my everyday life and won't be using it again without family. I begrudge having to go through all this when I have such a simple query on my account that needs a simple answer. Frustrating! I am from a generation that did not use technology in the ways that one does now. Why must this proces be so difficult? I should be able to ring and speak to someone without pressing a load of buttons! Who are you trying to help here? It certainly does not feel like me!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/profile.html?token=bc543384-49e1-49c1-8923-8b3bffe99d5d
28/12/2016	Poor	Parking	TERRIBLE OPTIONS	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
28/12/2016	Good	Parking	Uuh	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html

28/12/2016	Poor	Myaccount and lagan forms	The highway fault reporting form has no category for vegetation overhanging the public highway or pavement. The only way I could find to submit this type of report was Clean Streets - General which is not appropriate. There was no indication of the 250 character limit on the highway fault details until I tried to move to the next stage and a red warning appeared saying that it was over 250 characters. I then had to reduce my text from 800 characters to 250 while still providing essential information and without exceeding the 20 minute timeout, otherwise all data entered would have been lost. The highway fault reporting form is not user-friendly.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.651265472761196&lng=-0.2046230435371399&streetId=20041780&location-landmark=Dustbin+standing+area+for+flats&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1488703378.1482920362
28/12/2016	Good	Waste & Recycling	The reporting page is satisfactory and I cannot think of any improvement.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
28/12/2016	Good	Waste & Recycling	good descriptive site easy to understand and follow	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=XAZ3P3wpaeb1EYC2zcLKOV8h46Zx3FH
28/12/2016	Poor	Assurance	pointless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/re-regional-enterprise-limited.html
28/12/2016	Good	Waste & Recycling	Was really helpfull to understand	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html
28/12/2016	Poor	Myaccount and lagan forms	the submit did not seem to work, gave a duplicate message	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58017651267637&lng=-0.19892334938049316&streetId=20038020&location-landmark=the+Post+Office+building+alley+way&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=108944096.1482952756

28/12/2016	Poor	Myaccount and lagan forms	After entering the details of a street problem the following message appears: "Your connection is not secure The owner of oeneus.barnet.gov.uk has configured their website improperly. " This stops me from continuing with this process. I have reported this before.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.614132699846095&lng=-0.1833021640777588&streetId=20030910&location-landmark=Junction+with+Nether+St&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
29/12/2016	Poor	Myaccount and lagan forms	You cant write what is the problem	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63188963629071&lng=-0.253482922562398&streetId=20002480&location-landmark=Moat+Mount+Open+Space&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=836317754.1482993949
29/12/2016	Poor	Waste & Recycling	Doesn't provide info to acknowledge a problem	Thank you for your feedback and sorry you have experienced issues with reporting a missed collection. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
29/12/2016	Poor	Myaccount and lagan forms	Not mobile friendly	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
29/12/2016	Poor	News	In	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
29/12/2016	Poor	Libraries	Not specific enough information about why library services are changing. Library are the life-blood of communities - how can so many changes take place with no accountability? What does 'self-service' mean? As I understand it, some library will be un-staffed for long periods of time - what is to stop theft of the books and other assets? I don't CCTV in Cardiff will help with this.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/decisions.html
29/12/2016	Good	Highways	The page was easy to navigate which helped me as I am not a confident user of modern technology	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries/email-receipt.html?mgnlFormToken=piC2zddJhLYaybhMK6GvPqnibyfbMzuf

29/12/2016	Poor	Uncategorised	Try providing a phone number so we can contact someone , example ; street cleaning who do we call to ask our pavements are swept because it never is. We pay the council tax and get a very poor service!!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning.html
29/12/2016	Poor	Parking	The price for penalty notice it s a ripp off	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html
29/12/2016	Poor	Parks	None of the suggested walls are near me.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/arked-and-measured-routes.html
29/12/2016	Poor	Registrars	No addresses or phone numbers of the mortuaries mentioned have been provided.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html
29/12/2016	Poor	Homepage	My account is frozen out - please call me - c**** Wj*****s - 079857*****	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
29/12/2016	Good	Libraries	This is a good approach to the history of an area and is concise. There is likely much more information available and perhaps drill downs through clicking either to newly written text or to existing other sources on line or in reference material. Perhaps links to maps would be useful as click through items to locate the exact places visually as well.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/mill-hill/mill-hill-village-buildings.html
29/12/2016	Poor	Planning & Building Control	Unable to provide details of the reference provided	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
29/12/2016	Poor	Search	Answer the question asked.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/search.html?keywords=Address+Barnet+Council
29/12/2016	Poor	Waste & Recycling	After filling in whole form to report that my bin was not collected, the page did not submit due to some problem which I was then asked to report.	Thank you for your feedback and sorry you have experienced issues with reporting a missed collection. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html

30/12/2016	Poor	Highways	Cant find an oprdonary email address	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
30/12/2016	Poor	Myaccount and lagan forms	Can't move on	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
30/12/2016	Poor	Libraries	I have been a member for over 30 years, but the website has changed and whatever I do, I cannot find any books on subjects I would like to find at my library or any in the area; where I can borrow them etc.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/libraries/online-resources.html
30/12/2016	Good	Highways	Great	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584df2&view=true
30/12/2016	Poor	Waste & Recycling	Shot no one helps you shot counts	Thank you for your feedback and sorry you have experienced issues with reporting a missed collection. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
30/12/2016	Poor	Waste & Recycling	Bin wasn't collected last Monday... just logged on to this site to see BC had changed it to 24th December! We weren't aware, and, judging by everyone else's overflowing bins on our street, neither were our neighbours. BC please use a more efficient means of communicating these notices in the future!	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates/christmas-waste-and-recycling-in-barnet.html
30/12/2016	Poor	News	Why not the friday for when we finish work early	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
30/12/2016	Poor	Waste & Recycling	How can Barnet council NOT KNOW the bin collection dates/times for an address in Barnet?? I live in Mill Hill Broadway and tried entering several postcodes along the Broadway and council has no clue when I'm supposed to dispose of my rubbish.	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
30/12/2016	Poor	Schools Information	Fgfgj		https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/barnet-primary-school-admissions-guides.html

30/12/2016	Poor	Highways	dead page link	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded
30/12/2016	Good	Waste & Recycling	Great links to information	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1ImBDrEQP4tFNXCbYC2seVWdmrQdh62x
31/12/2016	Poor	Council Tax and Benefits	No details or recognition that someone may wish to change their direct debit details or instructions on how to do so	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
31/12/2016	Good	Children's Services	nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/the-hyde.html
31/12/2016	Good	Myaccount and lagan forms	The site is very good! Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.610741554838505&lng=-0.23701608180999756&streetId=20023720&location-landmark=Street+corner+pavement.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=698057144.1483119540
31/12/2016	Good	Libraries	It's should be open on Sunday	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
31/12/2016	Poor	Myaccount and lagan forms	Fixed choice options do not cover issue to be reported	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616790807305&lng=-0.1765000820159912&streetId=20022400&location-landmark=Barclays+Bank&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=805235894.1450460240

31/12/2016	Poor	Myaccount and lagan forms	This may be quicker for you but just like your phone system reporting it's cumbersome and time consumer for the user. It actively discourages use. Where as the Fix My Street site just require a simple log in and you can record my issue. Unless you improve this site and reduce the amount of information I am unlikely to bother using it again. And yet another page following on from this one requiring more time and for what benefit. You now know what I think. I'm trying to be a helpful citizen but this is wasting my time.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616790807305&lng=-0.1765000820159912&streetId=20022400&location-landmark=Barclays+Bank&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=805235894.1450460240
31/12/2016	Poor	Events	No additional informaion	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=55e852d984aecd1013e25c3f
31/12/2016	Good	Myaccount and lagan forms	Excellent user interface. Very simple to use and user friendly.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
31/12/2016	Poor	Waste & Recycling	When we put in our post code and door number it says Green waste would be collected today in 3 different places but no collection was made. The Whole Street had green waste bins out and no collection.	Thank you for your feedback and sorry you have experienced issues with your bin collections. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
31/12/2016	Poor	Environmental Health & Trading Standards	No information on how to report a food poisoning issue by a restaurant	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health/consumer-advice.html