

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/03/2017	Good	Libraries	The information on the website is amazing and I believe everything	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/hendon-in-domesday.html
01/03/2017	Good	Myaccount and lagan forms	ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
01/03/2017	Poor	Myaccount and lagan forms	Doesn't recognise my postcode	We are sorry for the inconvenience caused. Thank you for your comments. You can enter your postcode manually to register. If you are looking for bin collection dates please contact our streetscene team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/profile.html
01/03/2017	Poor	Search	Hate 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/search.html?keywords=Where+can+you+find+allotments+
01/03/2017	Poor	Council Tax and Benefits	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.	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/pay-council-tax/form.html
01/03/2017	Average	Waste & Recycling	phone numbers not clear	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/large-and-bulky-waste-collections.html
01/03/2017	Poor	Myaccount and lagan forms	Oh my	We are sorry for the inconvenience caused. Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
01/03/2017	Poor	Council Tax and Benefits	You provide a telephone number to speak to a member of a team, but you are only connected to automated messages. There is no possibility to register both account holders on the council tax bill who are moving from their current address to a new home address. And ridiculous that you cannot talk to someone to ensure that everything is in order.	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/Council-tax---moving-in/email-receipt.html?mgnlFormToken=RWcmLCzTjCjHTlxSBkP0Ar50C5xYzCq
01/03/2017	Good	Council and Democracy	Very helpful, clean design, nice site.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=eAvLQFy8PxGFYUnKjs2WKKzvcD9EoNYE
01/03/2017	Average	Uncategorised	Highways Licence Menu option appears as Highways License this is inconsistent with other references to Licence.	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/Useful-forms.html

01/03/2017	Poor	Children's Services	I need a list of child minders	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/childminders-in-barnet.html
01/03/2017	Good	Waste & Recycling	nothing-all good and clear	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=HhOvnzLiARbl9LbFh2KO0GgO2Yj4qJo
01/03/2017	Average	News	The interactive map and voting system is far too complicated, I got too bored to click on each thing. I like the idea however, how many Barnet Residents who live round here would actually bother to vote this way. I live in Colindale Avenue, when are we getting a say in how many more flats are going to be built and the impact this is already having on my life.	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/news/interactive-tool-launched-to-see-residents--views.html
01/03/2017	Good	Planning & Building Control	Nothing I feel it is to the point.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/the-planning-application-process.html
01/03/2017	Poor	Uncategorised	all about money and what they want	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
01/03/2017	Good	Schools Information	my email was blank for school results but then logged on to my account and all the information I needed was here on this delightful page. Very clear concise and more importantly told me exactly what I wanted	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html
01/03/2017	Poor	Myaccount and lagan forms	Pavements are not included in your list of problems	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/register.html
01/03/2017	Good	Uncategorised	Very good and clear	Thank you for your comments	
02/03/2017	Average	Council and Democracy	not helpful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-violence.html
02/03/2017	Poor	Registrars	No clear structure!	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=unG0hvEAE9xgv3JnEwqwQfzYam7VqeMG

02/03/2017	Good	News	This is a great initiative and clearly presented, but I only found out about it in a roundabout way by chance (a post on a Facebook group page setup by a former North London Streetlifer to keep the local connections going after mass exodus following the Nextdoor takeover) i.e. I was not informed directly by Barnet, so better communication/info dissemination needed please.	Thank you for your comments	https://barnet.gov.uk/citizen-home/news/Interactive-tool-launched-to-see-residents--views.html
02/03/2017	Poor	Adults and Communities	Taking me ages to find a phone number for assisted travel. I am disabled and this is very very difficult.	We are sorry for the inconvenience caused. Thank you for your comments. You can contact our assisted travel team on 0208 359 4131.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries.html
02/03/2017	Good	Myaccount and lagan forms	easy to find	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
02/03/2017	Poor	Myaccount and lagan forms	i think this is badly designed for older folk .I can,t often get on line for one reason or another.	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 Benefits team on 0208 359 2111	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
02/03/2017	Poor	Search	I have searched the Council's website for a specific planning application by giving its full reference number - 16/6787/FUL. The website says that it has found more than 11,000 references for that specific number. This is completely wrong as all of the references relate to other cases.	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/search.html?keywords=16-6787-FUL
02/03/2017	Poor	Adults and Communities	Contact numbers not valid	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?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853084ae7c2872584fed&directoryRecordId=54e3853184ae7c2872585029
02/03/2017	Poor	Uncategorised	Logging in, activating account does not work and has never worked in Google Chrome!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
02/03/2017	Poor	Libraries	Stop closing the s***ing libraries !!!!!!!!!!! What a load of tosh... you know if you close them for long enough you can get rid of them completely. You've been aiming for this for ages. Have the guts to be honest; and how much ARE Amazon slipping you under the table for this, exactly??? >:-{		https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html
02/03/2017	Good	Adults and Communities	n/a	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=iJKWyUa5RzCyGIG1KneSWNlzxhziPKOi

02/03/2017	Poor	Council and Democracy	The pages are generly unclear all I am trying to do is find out which ward covers a particular area. You should be able to put in an address in the democarcy section and it tells you which ward it is. The ward profiles page has apsolutely no information about any wards a map showing where it ward covers would be a start.	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/ward-profiles.html
03/03/2017	Good	Registrars	A Wonderful Cemetery In Every Way 2 Members of My Family Rest In Peace In Perfect In The Quiet And Beauty Of The Cemetery. REST FOREVER IN PEACE	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html
03/03/2017	Poor	Waste & Recycling	i was very disappointed to see the barnet council doesn't collect for free some of the disposed /big items from houses/flats for free, up to a max number of items per house or flat; how come the brent council do have this facility, they do collect up to max of 5 items for free per year par house/flat; no wonder the barnet council is full of fly tipping every where and very dirty streets; perhaps the barnet council should consider this in the future, so keep the barnet clean; very very sad with the barnet council;	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html
03/03/2017	Good	Adults and Communities	I really liked the smiley faces.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-at-home/home-care.html
03/03/2017	Poor	Myaccount and lagan forms	Too rigid in accepting the Flat details :(disappointed!!!	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/my-account/council-tax.html?enrol
03/03/2017	Poor	Myaccount and lagan forms	I do not find any information here, what is this a joke?	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/my-account/council-tax.html
03/03/2017	Good	Waste & Recycling	I would like to compliment you on the ease with which I was able to complete this form. 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=aOfAh8OXIqmZ9lhhoNOZdV8vNxBXiAvK

03/03/2017	Average	Myaccount and lagan forms	more characters for the description of the issue	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/report-a-problem/form.html?lat=51.631397626412785&lng=-0.19901132596714888&streetid=20031760&location-landmark=Junction+with+Totteridge+Lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
03/03/2017	Poor	Council Tax and Benefits	The only option is "date of completion" however I am not completing so there is no other option for me to fill this in correctly.	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/Council-tax---moving-out/4-Details-about-your-move---own.html?mgnlFormToken=pxWaTJLsp38k4OgREU9CymNd9WKXsafb
03/03/2017	Poor	Children's Services	The main link does not work	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/careers-in-childcare.html
03/03/2017	Poor	Search	I asked one very specific questions and your site did not give me the answer to my question but it did me a lot of options I didn't want.	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/search.html?keywords=Has+2017/18+council+tax+been+increased+
03/03/2017	Average	Myaccount and lagan forms	250 characters is not a lot to explain a problem 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/report-a-problem/form.html?lat=51.619994985539364&lng=-0.2856069803237915&streetid=20025200&location-landmark=green+opposite+126+and+128+Kings+drive&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
03/03/2017	Poor	Search	Friern Village Park is missing from the list. It also needs a map and a page of its own and to state very clearly that it is a PUBLIC park, despite the contrary impression given by the security at the entrance gate. Indeed, it should have a prominent sign put up SAYING that the park is open to the public and it should probably also have additional public entrances on other sides.	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/search.html?keywords=Friern+Village+Park
04/03/2017	Poor	Planning & Building Control	WHY IS IT NOW SO DIFFICULT TO FIND AND DOWNLOAD PAPER HOUSEHOLDER PLANNING APPLICATION FORMS.	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/planning-conservation-and-building-control/forms.html
04/03/2017	Poor	Search	All i want is a statement of my rent	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=Rent+statement&resultsPerPage=25&filters['TP_doctype_grp']=downloads

04/03/2017	Poor	Libraries	Does not clarify what are the current staffed opening hours at East Barnet library	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/libraries/barnet-libraries-changing/temporary-closure-schedule.html
04/03/2017	Poor	Council Tax and Benefits	Hasn't been working all weekend. So can't pay bills.	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/pay-council-tax/form.html
04/03/2017	Good	Myaccount and lagan forms	.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/libraries.html
04/03/2017	Poor	Council Tax and Benefits	Doesn't make sense	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---moving-out/email-receipt.html?mgnlFormToken=kYTvp1mP6Rzl2KuCN6uetJRgzDx50zvL
04/03/2017	Poor	Waste & Recycling	Our black Blue and brown bins have been collected on Mondays for some time now but this page on the website is STILL showing a Friday collection.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
04/03/2017	Poor	Registrars	Not enough specific information about the venue. Capacity? How many people can be seated? How many further can stand?	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html
04/03/2017	Poor	Myaccount and lagan forms	Dropping a pin on the map is not working, so page is useless	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/report-a-problem.html
04/03/2017	Poor	Registrars	If it is necessary for contact form pages to time out, they should at least save the information so if one has spent twenty minutes composing an email, it is not completely lost. In my case, I had foresight enough to save its contents first, but other could easily not think of so doing.	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us.html?mgnlFormToken=8RUCtP0pNkFrEcTOgHSxfSe7dEDqrqSH
04/03/2017	Poor	Council Tax and Benefits	Even after selecting an address I receive an error that address is a mandatory field...	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/Council-tax---moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=Ss1GeZMXgGzS43wfU0G3IFGfBfBGxsA
04/03/2017	Average	Registrars	It should not be necessary to supply a UK daytime telephone number in order to send a message to Barnet council, if an email address is supplied. I live abroad, and my UK SIM card is not in my 'phone when I am not in the UK.	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=4kTM14akqEvksQ8dK5so6mTA7Is02icy

04/03/2017	Poor	Schools Information	Can't read roads on interactive map	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?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a2f
04/03/2017	Poor	Myaccount and lagan forms	I can not see my current council tax 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/03/2017	Poor	Council Tax and Benefits	I am new to paying council tax. I need to know the cost and then the cost if I pay annually/monthly etc. It is 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 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
05/03/2017	Poor	Myaccount and lagan forms	dont 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 can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/03/2017	Average	Myaccount and lagan forms	i cant see when my next tax due 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/03/2017	Good	Homepage	no problems	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
05/03/2017	Poor	Myaccount and lagan forms	I have signed up for council tax on My Account (and I used to be able to access it), but now the page is just blank!	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/my-account/council-tax.html
05/03/2017	Poor	Waste & Recycling	been on 2 pages still not able to find out what day or which bin to put out just moved in and bins full from moving house	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/bin-collection-dates.html
05/03/2017	Poor	Myaccount and lagan forms	I have tried to contact the council tax office ,i was directed to this page. Not talking to real person.I want to register my council tax on Line -limited fields	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/my-account/council-tax.html?enrol

05/03/2017	Poor	Parking	The information about visitor parking permits is confusing. Do we print them ourselves? Are they sent in the post? Do they cost less for the one hour cover needed in some areas, rather than whole day parking?	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
05/03/2017	Good	Waste & Recycling	Easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
06/03/2017	Poor	Council Tax and Benefits	It will not accept my details keeps blocking me 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 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/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=iDEC3ENKCnQjynC5g4HZfKuStGzN81yH
06/03/2017	Poor	Myaccount and lagan forms	Times out too quickly. Seems to be designed to hinder not help. Options too generic.	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/report-a-problem.html
06/03/2017	Poor	Registrars	Why can't I just get a phone number for the local job centre?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 02083592000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us
06/03/2017	Poor	Myaccount and lagan forms	The button to specify the problem isn't working and just flips you up to the top of the screen again. Tried phoning LBB but got cut off after a long period of the phone just ringing!!	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/report-a-problem.html
06/03/2017	Good	Waste & Recycling	Very surprised how easy it was to do Hope the bin turns up in good time	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=tzmQdLVXz1BVdotYK44hxEFfPaJLxyer
06/03/2017	Poor	Planning & Building Control	The north london SFRA page is WRONG!! Where is Barnet's SFRA please? This is really basic stuff for FRAs in Barnet	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/planning-conservation-and-building-control/planning-policies-and-further-information/ldf-evidence-and-supporting-documents.html
06/03/2017	Poor	Highways	I could not describe the problem. The page would not let me.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
06/03/2017	Average	Libraries	I want to know how to look up if a particular book is available	We are sorry for the inconvenience caused. Thank you for your comments. For more information, please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/church-end.html
06/03/2017	Poor	Registrars	The telephone number is incorrect. I have been advised it should be 2074 not 6400?	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, the number for the service is 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html

06/03/2017	Poor	Council Tax and Benefits	NEED TO SPEAK TO A PERSON ABOUT MY QUERY BUT IMPOSSIBLE TO GET THROUGH TO ANONE	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.html
06/03/2017	Good	Waste & Recycling	Very clear and simple language	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=4dnsZcm9Dd2OuvqjBUyzH0w1b5IjdJt
06/03/2017	Poor	Myaccount and lagan forms	Please Make page easier to do with a mobile phone	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/report-a-problem/form.html?lat=51.60464266228026&lng=-0.18921039441920584&streetId=20002200&location-landmark=Abandoned+mattress&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
06/03/2017	Good	Council Tax and Benefits	seems 'straightforward'	Thank you for your comments	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=s2MDyCnEzNMAWDLoo13p7thOuRc5rsm7
06/03/2017	Poor	Waste & Recycling	Every time I press a button or choose an option it goes back to the top of the page	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
06/03/2017	Poor	Waste & Recycling	Does not let you report brown food waste bin not collected. Also three other neighbours not collected. WE all also green waste bags. THE FOOD WASTE IS NOT LOOSE. LAZY PERSON WHO COLLECTS. FOOD WASTE..... Unless lorry is already full.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
06/03/2017	Poor	Myaccount and lagan forms	I have my account reference nr but is showing like is not exist afterof paing already the council tax	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/my-account/council-tax.html?enrol
06/03/2017	Good	Highways	perfect	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584dfe

06/03/2017	Poor	Waste & Recycling	some response buttons do not line up to questions and it said my email address is invalid when it clearly isn't.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
06/03/2017	Good	Libraries	more detail would be nice as the values seem a vague as time goes back	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/edgware-and-burnt-oak/edgware-mill-hill-and-burnt-oak-population.html
06/03/2017	Poor	Council and Democracy	poor website, poor contact details (can't find phone number for general enquiries). other boroughs have much better websites (e.g. greenwich).	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/Contact-the-council.html
07/03/2017	Good	Waste & Recycling	It is 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=gS1FhFFqs dOhoF1HbkKGW9IyOL2LbNZI
07/03/2017	Poor	Parking	Map of cpz and links 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
07/03/2017	Average	News	Really good to know of these apprenticeship events on the 10th and 20th March, but please put the times up as well.	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/news/Apprentices-celebrated-across-Barnet.html
07/03/2017	Poor	Adults and Communities	The download guide is 2015 - pre CARE ACT and will almost certainly have details in it which are no longer current. I'm trying to sort out care for a family member whilst living in Cornwall - not very helpful.	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/support-from-the-council.html
07/03/2017	Poor	Uncategorised	Hi, Almost every month I have emailed you regarding ridiculous and dirty road. I don't understand why this council always always ignore cleaning our road ??? Do I have to feed all the golders green mouse?? I am really scared rat also really embarrassed if we invite guess to our home. Please keep clean our road as well Thank you	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	
07/03/2017	Good	Myaccount and lagan forms	Can you contact the owner of the now closed Jester Public House on Mount Parade roundabout the car park is not very insight due to the accumulation of rubbish and waste old furniture etc. Thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
07/03/2017	Poor	Highways	It would be nice to be able to speak to someone in person.	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.html

07/03/2017	Good	Waste & Recycling	Can't think of anything right now	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=VNpQuQJp0AdhdTzakpMY90Cxv3ZUrk6
07/03/2017	Poor	Waste & Recycling	easier to use	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
07/03/2017	Poor	Myaccount and lagan forms	Too many requirements for password and the criteria is not noticable	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/register.html
07/03/2017	Poor	Council Tax and Benefits	can't make a 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/forms/pay-council-tax.html
07/03/2017	Poor	Parking	Most 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 call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
07/03/2017	Poor	Homepage	No Direct contact number available	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
07/03/2017	Poor	Children's Services	I do not understand why there should be a time limit to complete a referral, it makes it more difficult to be accurate; there is no information on the page to explain or justify the reason for this.	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/MASH-referral-form.html
07/03/2017	Good	Waste & Recycling	It is very helpful website . Thanks	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=GgNJ08epukaNu4Kap3l00yt8COci69Gu
07/03/2017	Average	Myaccount and lagan forms	More space for comments	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/report-a-problem/form.html?lat=51.585243227253095&lng=-0.17670392990112302&streetid=20027840&location-landmark=Just+passed+the+102+bus+stop+at+Blanford.+Can't+miss+it,+lots+of+rubbish+including+mattress,+garden+has+big+trees+and+there+is+a+for+sale/rent+sign+at+the+adjoining+property.++&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

07/03/2017	Good	Waste & Recycling	Barnet Website when viewed on a Safari desktop browser cannot be viewed easily without the user zooming in to allow all functionality on Gov Metrics to work	Thank you for your comments	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
07/03/2017	Good	Myaccount and lagan forms	I am able to open 6 concurrent sessions of My Account across two device types (laptop and mobile phone) using Browsers Chrome, IE11, Firefox and Safari. Android Internet Browser and Chrome. Should this be allowed?	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
07/03/2017	Poor	Waste & Recycling	There's no form on it	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
07/03/2017	Poor	Myaccount and lagan forms	Whi don't show my council tax?	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/my-account/council-tax.html
07/03/2017	Good	Waste & Recycling	I didn't realize that I could check up on the date, then tried it and it was very easy! Thank you very much!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/03/2017	Poor	Council Tax and Benefits	Still no getting my password and I can't control when shoul I pay my council tax online.... is really ashaiming had to wait for the reminder notices...	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-discounts.html
07/03/2017	Poor	News	Too many "page not found" searches.	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/news/Street-cleansing-to-increase-across-Barnet.html
08/03/2017	Poor	Parking	Provide the information requested	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
08/03/2017	Poor	Public health	Not enough info on my case study	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/public-health/health-advice.html
08/03/2017	Poor	Myaccount and lagan forms	Did not function correctly from mobile device.	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/report-a-problem/form.html?lat=51.58617650779198&lng=-0.24571180343627927&streetId=20037520&location-landmark=Junction+with+Silkfield+Road.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

08/03/2017	Good	Myaccount and lagan forms	It's a great site. The only thing I would mention is that the space for the comment is far too big making you think you can say more. 250 characters seem to go very easily !!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.616044687593764&lng=-0.24013817310333252&streetid=20011800&location-landmark=house+no+18+birkbeck+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
08/03/2017	Poor	Highways	No reference to Cark number or link to pay by phone	We are sorry for the inconvenience caused. Thank you for your comments. For more information please contact the parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854584ae7c2872585dde&directoryRecordId=54e3854584ae7c2872585e0d
08/03/2017	Good	Myaccount and lagan forms	If the bushes were cut back and bins provided this would smarten up the area and people would be less inclined to drop litter	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62248456244028&lng=-0.2664177864789963&streetid=20024960&location-landmark=Lots+of+rubbish+dropped+on+left+hand+side+mainly+in+bushes+no+waste+paper+bin+present&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
08/03/2017	Poor	Myaccount and lagan forms	Really difficult to find any information you want, no answers anywhere	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/my-account/council-tax.html
08/03/2017	Poor	Council Tax and Benefits	blank 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/corporate-grants.html
08/03/2017	Average	Waste & Recycling	Allow more freedom for making enquiry/complaint/compliment cannot always find the right heading to use	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
08/03/2017	Poor	Myaccount and lagan forms	Won't move on to next?	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/report-a-problem.html
08/03/2017	Good	Council Tax and Benefits	very clear , easy process	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=kaLkVytESQgJbw2UzW8CygaERD6UgdPz

08/03/2017	Poor	Myaccount and lagan forms	I cannot get access to my parking permit despite telling you about this over a year ago! I also reported this by phone. How am I supposed to renew my permit when I cannot get the systme to agree my details which are entered as provided by you in an email!!!! Please advise immediately	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
08/03/2017	Good	Registrars	Always keep in touch with your citizens! They will appreciate as they pay tax. Thank you	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=YOCK1nMv1rPMDOSwnSN7EGMBJH5kF4KX
08/03/2017	Good	Council Tax and Benefits	No need for improvement. Very quick & easy to use.	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=Xl8D7wjpfgv9JzaZq9R9xZMFOCwTfGor
08/03/2017	Poor	Children's Services	Timeout is ridiculous. I have had to complete 3 times.	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/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=BKILGIRORyrXbZTrpe15BZJng892pHTI
08/03/2017	Poor	Parking	I want to purchase parking vouchers on line but can't do it...why? I've done it 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
08/03/2017	Poor	Council and Democracy	Cannot find answer	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/pay-for-it-now.html
08/03/2017	Poor	Myaccount and lagan forms	Only 250 characters available to describe the problem? This should be a lot more.	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/report-a-problem/form.html?lat=51.603978495596955&lng=-0.18956780433654785&streetId=20002200&location-landmark=J/W+Claverley+Grove&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

08/03/2017	Poor	Myaccount and lagan forms	Make your website easier to use please.	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/report-a-problem/form.html?lat=51.65261904415316&lng=-0.21255609579384327&streetId=20045000&location-landmark=The+new,+but+not+in+use+yet+public+crossing+in+Wellhouse+lane,++on+the+left+hand+side+going+from+wood+street.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
08/03/2017	Good	Business	Excellent webpage	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=DhxiXyW3YIfwyDTXMUxMR46ormjzEiB
08/03/2017	Poor	Registrars	Doesn't give any useful information at all. Total waste of effort having it on the web. All it suggests is to contact you however may as well phone as you won't read/ reply to e-mails until office hours anyway.	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/hendon-cemetery-and-crematorium-charges.html
09/03/2017	Poor	Parking	A map of the CPZ showing the zones and their time restrictions is helpful for those who don't know area, the street names or postcodes.	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/how-cpzs-work.html
09/03/2017	Poor	Planning & Building Control	No advice or section available for semi residential extensions such as a flat above shops	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/planning-conservation-and-building-control/design-guidance.html
09/03/2017	Average	Parking	don't explain correctly about what means Resident permit holders only C1 Mon-Fri 10am-11am - we can park outside hours?	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
09/03/2017	Good	Council Tax and Benefits	Every thing is perfect 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=FfqF3Xuz606RNlquNE6E4J7Awiwdtykq
09/03/2017	Poor	Council Tax and Benefits	Why not have a real person to take the telephone call at the council office? Some old folk do not have a computer. What are they supposed to do. Your automated service just hangs up without the option to speak to an advisor. Disgusting!	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/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=8I4AQed5KKB3L38aKS67VQEOE1OZdDb
09/03/2017	Poor	Parking	I lost my PCN and no way of retrieving the it, via all numbers available including automated system	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html

09/03/2017	Good	Uncategorised	The Website contains links to warm and well. Given it is now March and warmer weather is approaching should this content be amended or archived? Thank you	Thank you for your comments	https://barnet.gov.uk/citizen-home?login=true
09/03/2017	Poor	Adults and Communities	The "Let's Talk" link is out of date - they don't cover Barnet, only Enfield and Haringey	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/mental-health.html
09/03/2017	Poor	Planning & Building Control	does not give any advice on designs for flats above shops	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/planning-conservation-and-building-control/design-guidance.html
09/03/2017	Good	Highways	V helpful	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/road-adoption.html
09/03/2017	Poor	Waste & Recycling	I am searching for collection dates for N3 2DB The page says you do not have any information As this is complete nonsense, I have marked the page accordingly	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
09/03/2017	Poor	Waste & Recycling	This page states my black , blue and brown bins will be emptied on Thursday 9 March . They were emptied Wednesday 8 March.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
09/03/2017	Poor	Myaccount and lagan forms	This page shows my bins are emptied on Thursdays. The bins on B*****ll Road , East Finchley , N* *** are emptied on a Wednesday .	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=200016693
09/03/2017	Good	Waste & Recycling	V good service provided re getting my blue bin Well done Barnet Council	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=lws6tXMPLfDdydLOAINHP2JsobXDdjvr
09/03/2017	Poor	Libraries	There is no library locator on your website. Also, the page doesn't display properly.	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/libraries
09/03/2017	Good	Libraries	I WISH TO MAKE ANY COMMENTS AFTER A WHILE.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html
09/03/2017	Poor	Uncategorised	Not sure if my report is logged in or no. Everything I had typed just disappeared with no acknowledgement.	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	

09/03/2017	Average	Myaccount and lagan forms	Page will not submit if details of problem being reported exceed 250 characters requiring deletion but only clear after typed. Suggest do not allow over 250 to be entered in first place with clear guidelines	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59257201377403&lng=-0.17177510431793053&streetId=20026440&location-landmark=Corner+of+Leopold+&+Leslie+Rd+N2+and+also+Leopold+Rd+&+access+Rd+behind+flats+on+High+Rd&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
10/03/2017	Good	Planning & Building Control	good good godd good good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html
10/03/2017	Good	Waste & Recycling	Obtained information required with minimum of clicks. No improvement required	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
10/03/2017	Poor	Planning & Building Control	impossible to find what i need!	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/planning-conservation-and-building-control/conservation/Conservation-Areas.html
10/03/2017	Good	Council and Democracy	very good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
10/03/2017	Good	Myaccount and lagan forms	all easy to find and read	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
10/03/2017	Poor	Council Tax and Benefits	Wrong info, backdating is 1 month by law	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/housing-benefit-and-council-tax-support/housing-benefit-make-a-backdated-claim.html
10/03/2017	Poor	Waste & Recycling	The website is not user friendly	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
11/03/2017	Poor	Children's Services	No info on there!	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=54e3853a84ae7c2872585a85
11/03/2017	Poor	Waste & Recycling	Impossible to add an email address keeps reporting it as invalid where there is no mistake. Tried other valid addresses with no result	Thank you for your feedback and sorry you have experienced issues with our service. If the 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

11/03/2017	Poor	Myaccount and lagan forms	Navigation bad	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/report-a-problem/form.html?lat=51.56737887680319&lng=-0.2256917953491211&streetId=20017540&location-landmark=Most+of+it&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
11/03/2017	Good	Council Tax and Benefits	Informative	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
11/03/2017	Good	Myaccount and lagan forms	no comment	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
11/03/2017	Poor	Parking	I dont understand if i need a permit or not there is nothing on my road and this ingo is missing here	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
11/03/2017	Poor	Jobs and Careers	I am looking for employment at the council yet it sends me to universal job match.	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/jobs-and-careers.html
11/03/2017	Poor	Council and Democracy	WHERE IS THE PHONE NUMBER!?	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/Contact-the-council.html
11/03/2017	Poor	Children's Services	Link doesn't work	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?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853684ae7c287258573e
12/03/2017	Poor	News	The Residents the Colonial area was not informed about the road closures. This should not happen Must Barnet Council inform all the in the future?	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/news/North-London-Half-Marathon-returns-to-Barnet.html
12/03/2017	Poor	Business	Make phone lines available. I have an pair nuisance problem whichBarnet have sanctioned. drums from 8:30	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/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=PTIfpdRC6W0jObaoQhCFiXv5dsl7Kcs
12/03/2017	Poor	News	There are no articles.	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/news/categories/environmental-health

12/03/2017	Poor	Planning & Building Control	Been trying to access 'view planning applications' but it appears to be a problem with link to this page. I've attempted typing in directly webpage reference from the Barnet council letter that i received to view neighbour's plans to ascertain impact on my property. Please can you investigate this. Thanks Michelle	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/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
12/03/2017	Poor	Myaccount and lagan forms	The map pins jump around and do not "fix" and the description does not match the location selected, and cannot be corrected afterwards	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/report-a-problem/form.html?lat=51.64122644052024&lng=-0.2506336569786072&streetId=20002465&location-landmark=In+roadway+of+Barnet+Lane,+Arkley+on+approach+from+east+to+Hyve+r+hall,+deep+pothole+and+road+subsidin g+where+past+repairs+have+been+ineffe ctive&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
13/03/2017	Poor	Myaccount and lagan forms	Wont allow me to enter my email address as it contains an apostrophe	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/report-a-problem/form.html?lat=51.567936358327835&lng=-0.22668153047561643&streetId=20017540&location-landmark=Hobbycraft+-+rear+entrance+of+retail+park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
13/03/2017	Average	Planning & Building Control	Too many clicks to download information. You should be able to review before downloading/saving.	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/planning-conservation-and-building-control/planning-policies-and-further-information/brent-cross-cricklewood-regeneration/brent-cross-cricklewood-framework.html
13/03/2017	Poor	Parking	There is no email contact information	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking.html
13/03/2017	Poor	Parking	Still no email contact	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
13/03/2017	Good	Council Tax and Benefits	Great service!	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=EZyF5mvRGhO1a6KYYtatG1TsOb4YbcIF

13/03/2017	Poor	Myaccount and lagan forms	I can't send the message. No link.	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/report-a-problem
13/03/2017	Poor	Adults and Communities	What are the opening times?	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?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e0b
13/03/2017	Poor	Council and Democracy	The JSNA document is not opening. It simply goes to a blank page.	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/maps-statistics-and-census-information/JSNA.html
13/03/2017	Average	Public health	The link to the strategy doesn't seem to work.	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/public-health.html
13/03/2017	Poor	Myaccount and lagan forms	I couldnt do any procedures here.	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/my-account/council-tax.html?enrol
13/03/2017	Poor	Waste & Recycling	Not helof**		https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/03/2017	Poor	Council and Democracy	I can not make payments oneline end I call end it's the same tick I on to make my pyment	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/Contact-the-council.html
13/03/2017	Poor	Myaccount and lagan forms	I just want to change my direct debit day and have been trying to do this for far too long. Your automated phone service sends all options to this site and there is no where to find this info here. Shall I just cancel it with my bank and not pay 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 you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
13/03/2017	Average	Waste & Recycling	Please arrange to collect my refuse as soon as possible. I am 87 years of age and find this extremely worrying. Thank you	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/03/2017	Poor	Waste & Recycling	Reporting a lost bin is very lengthy process on line	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=MDuO6sKT hEZMFC7BngCoSuu7fcXI4oTx

13/03/2017	Poor	Planning & Building Control	IT DOESNT TALK ABOUT BARNETS INFRASTRUCTURE AND I HAVE 25% OF A GCSE ON IT TOMMORROW AND NEED TO KNOW!!!!!!!!!!!!		https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy.html
14/03/2017	Average	Myaccount and lagan forms	It asked me to describe the problem but doesn't show a window to do so and then filed the other info without me being able to give that moats pertinent info	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/report-a-problem.html
14/03/2017	Good	Business	CLEAR AND PRECISE. NO IMPROVEMENT NECESSARY	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=eYwmMA877oMrQpbVT3v6HbmQ0V74MWVK
14/03/2017	Poor	Council and Democracy	Add telephone numbers to call for specific departments.	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/Contact-the-council.html
14/03/2017	Good	Council Tax and Benefits	it's very easy to follw...	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=yKZJi3XmI8iFW3dIWWhNMSVZOlr6QZkng
14/03/2017	Good	Adults and Communities	Very easy to use and straight forward no improvement's that I can think of. Kind regards Anna Maria Gillespie	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=JH6HikgeN NiwZQZvEzycJlcalL3O7rZ
14/03/2017	Good	Waste & Recycling	Telephone system	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=ThSqIew5mR7iShUJVEwHL6sbloHaekwz
14/03/2017	Good	Planning & Building Control	Fantastic work. Everything you need to know to submit a local land charge searches. Great to have a direct dial where you can speak to someone in the Land Charges team directly and all DX info, pricing and addresses clearly set out.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/land-charges.html
14/03/2017	Poor	Parking	When searching for the postcode NW**RE.It automatically fills in Flat ** Bur*****m Court. There is no option to enter any of the other flats at that 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
14/03/2017	Average	Highways	You didn't answer my question. I asked when the pavements round my house were due to be swept, but instead you told me about your plans for pavement replacement in the Borough.	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

14/03/2017	Poor	Myaccount and lagan forms	Next button doesn't work on android	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/report-a-problem.html
14/03/2017	Good	Homepage	So far I think it is perfect. Thank you.x	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
14/03/2017	Poor	Children's Services	this is awful there are no pics and no color how am i going to send my kids here silly willy	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/childrens-centres/the-hyde.html
14/03/2017	Poor	Highways	You give a phone number to contact someone on and then you don't answer the phone. It keeps hanging up...	We are sorry for the inconvenience caused. Thank you for your comments. Please call us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html
14/03/2017	Poor	Myaccount and lagan forms	the website doesn't get updated straight away	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/my-account/council-tax.html
14/03/2017	Poor	Parking	By allowing us to actually speak to someone directly regarding pcn's	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
14/03/2017	Good	Children's Services	good form and easy to complete	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=arTaEvSyYyRekoQhSkVB7OTSpD6ldo5
14/03/2017	Poor	Planning & Building Control	I need to get: a copy enforcement notice and acknowledgement letter that enforcement notice was addressed. It's just not clear how I do this and what the charges are.	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/planning-conservation-and-building-control/planning-enforcement.html
14/03/2017	Poor	Myaccount and lagan forms	I thought I was going into a site for council tax and rent rebate's	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/my-account/my-area.html
14/03/2017	Poor	Parking	I can't check the status of my parking permit-how long it has to run.	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
14/03/2017	Average	Myaccount and lagan forms	I needed to provide more information. I had to choose from a list but it wasn't specific enough for the problem I want to report. This was rather frustrating.	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/report-a-problem/form.html?lat=51.62527705572855&lng=-0.17872095108032227&streetid=20041840&location-landmark=Park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

14/03/2017	Poor	Council and Democracy	You have timed me out on the residents forum submission. 20 minutes is not enough. Please change it to at least 30 minutes.	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/Residents-Form-Submit-Your-Issue.html
15/03/2017	Poor	Myaccount and lagan forms	your website needs testing properly - it is clunky, inaccurate and corrupts data that has been input	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/report-a-problem/form.html?lat=51.61804652573185&lng=-0.18605411052703855&streetId=20009370&location-landmark=junction+with+Station+Close&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
15/03/2017	Poor	Council Tax and Benefits	Not enough information. The pages don't flow well. Impossible to get a number to phone and actually speak to someone.	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/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=TFES5qYG4WXuPKNgURJUA7YXXf2Xrg3
15/03/2017	Poor	Myaccount and lagan forms	Nor allowed to describe problem will have to 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 Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
15/03/2017	Poor	Myaccount and lagan forms	I have already filled up the forms two times and I can't see if there is any progress or 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
15/03/2017	Good	Council Tax and Benefits	Great site. Found every thing i was looking for	Thank you for your comments	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=tW6RBV9pV5jK3hFzFq3lV3aJRM7AFiYC
15/03/2017	Poor	Schools Information	where is the 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/schools-and-education.html
15/03/2017	Average	Council and Democracy	10 days?	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/Contact-the-council/email-receipt.html?mgnlFormToken=IDo9KgOFTFaqOO75mLtebjGj61NGZX2w
15/03/2017	Poor	Homepage	preferred method ...see people who i pay exorbitant amount of tax	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

15/03/2017	Poor	Council Tax and Benefits	blank page ...have A LOOK	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/grants-and-funding/big-society-innovation-bank.html
15/03/2017	Good	Waste & Recycling	website is fine	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/6-I-would-like-an-additional-bin-(black-brown-green-blue).html?mgnlFormToken=DINuFxGqmbfF7GG15aSY2D6T9CzOgSTq
15/03/2017	Poor	Council Tax and Benefits	02083592608 IS A FAKE NUMBER ...DOES NOT GO THROUGH TO SPEAK TO ANYONE ... TIME WASTING ..WASTERS... FRAUDULENT !!!!! WILL SPEAK TO OMBUDSMEN .. AND HI	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-discounts.html
15/03/2017	Poor	Myaccount and lagan forms	won't sign me in. Doesn't know who I am	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/my-account/council-tax.html?enrol
15/03/2017	Poor	Schools Information	ALL I WANTED TO KNOW IS WHEN THE EASTER HOLIDAYS ARE	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 call the service on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates
15/03/2017	Poor	Myaccount and lagan forms	YOUR WEBSITE DOESN'T RECOGNISE THE ADDRESS REGAL DRIVE N11 NEXT TO NEW SOUTHGATE STATION. IT ONLY BRINGS UP REGAL DRIVE IN HEDON.	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/report-a-problem.html
15/03/2017	Poor	Myaccount and lagan forms	HAMPTON CLOSE KEEPS APPEARING IN MY ADDRESS DETAILS FOR SOME REASON	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/report-a-problem/form.html?lat=51.61416601042655&lng=-0.14375030994415283&streetId=20020795&location-landmark=REGAL+DRIVE+AND+NEW+SOUTHGATE+STATION&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
15/03/2017	Average	Parks	The map could be a little more interactive, but it's clear enough for the purpose of finding Rowley.	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=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a8e&view=true

15/03/2017	Poor	Registrars	The whole website needs sorting out. Too many "page not found"	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/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises.html
15/03/2017	Good	Council and Democracy	clear and concise and good selection of links	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
15/03/2017	Good	Council Tax and Benefits	great service for council tax!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html
15/03/2017	Poor	Children's Services	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/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853a84ae7c2872585a1c
15/03/2017	Poor	Council and Democracy	I want to talk to someone, not fill out a form!	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/Contact-the-council.html
15/03/2017	Poor	Myaccount and lagan forms	poor web pages. Not obvious where you are in the process Dont know if my issue was reported correctly	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/report-a-problem/form.html?lat=51.650877235752255&lng=-0.22194700231921158&streetId=20017200&location-landmark=107+bus+stop&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
15/03/2017	Poor	Myaccount and lagan forms	Not easy to use from table as you cant see what you are typing in.	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/report-a-problem/form.html?lat=51.650877235752255&lng=-0.22194700231921158&streetId=20017200&location-landmark=107+bus+stop&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
15/03/2017	Poor	Search	You did not answer my question	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=can+blue+badge+holder+park+in+residents+parking+places&resultsPerPage=10&page=7
15/03/2017	Poor	Council and Democracy	Nothing on reporting planning violations!	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/report-it-now.html
15/03/2017	Poor	Council and Democracy	Can't find where to report planning violation. Or planning department	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/report-it-now.html

15/03/2017	Good	Schools Information	Clear and user friendly.	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=NlrwJYoUR9oTy35dxLJ7k0V2MDayqXWf
15/03/2017	Good	Registrars	This website n pages are really helpful n have all information I require. Good work ..thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html
15/03/2017	Poor	Schools Information	Following the letter we received I thought there would be informaction on selective schools that suddenly had spaces available in year 10	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/schools-and-education/school-admissions/entry-to-a-utc-or-studio-school.html
16/03/2017	Poor	Uncategorised	Seems something is broken. I see no information about my council tax at all. And I definitely had this information 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 or ultimately you can ring our Council Tax team on 0208 359 2608	
16/03/2017	Poor	Myaccount and lagan forms	Unable to track a reported problem	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/report-a-problem.html
16/03/2017	Good	Myaccount and lagan forms	Quick response sometimes	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.588340311877204&lng=-0.23476678172301035&streetId=20041870&location-landmark=embankment&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
16/03/2017	Poor	Council and Democracy	OPENING HOURS OF DEPARTMENTS!!!!!!!!!!!!	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/housing-and-community/council-housing.html
16/03/2017	Poor	Council and Democracy	Hello, I am looking for a phone number to speak to an actual person, which will help me to direct my complaint more efficiently. What is the phone number, please? L**** W*****n 5** G**s G****n R** London NW** *** _ 07*****	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
16/03/2017	Poor	Regeneration	Didn't bring me to what I needed to see	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/regeneration/brent-cross-cricklewood.html
16/03/2017	Poor	Myaccount and lagan forms	Provides no useful 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/my-account/my-area.html

16/03/2017	Good	Waste & Recycling	number /post code ect all bins so they do nor vanish if the number was branded on bin	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=adnM8tDYPXUvVLZM3ka2qLOs5YBzNNc2
16/03/2017	Average	Myaccount and lagan forms	When I edit personal details I am able to enter a 35 character First and Last Name as WWWWWWXXXXXXXXXXXXXXXWWWWW XXXXXXXXXXXXXXXXX I save the changes I am notified to my email of the change of name. The placement of Screen content is seriously impacted from a laptop device but significantly worse if I carry out this action from a mobile device. Suggestion would be to place some boundary limits around the Names Field and others. This was carried out as part of a test of the current! 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/my-account/my-area.html?profileUpdated=true
16/03/2017	Good	Waste & Recycling	NA	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=NoqNCp3o1nXeFwvHlzYZiSLaS6htlaqb
16/03/2017	Good	Myaccount and lagan forms	I am able to change my profile name and surname and log in to several devices - LAPTOP -MOBILE I can enter a fuzzy name and surname like WWWWWWXXXXXXXXXXXXXXXWWWWW XXXXXXXXXXXXXXXXX This causes the appearance and content of the site to be impacted. I can update and save name and surname on one of the devices. The change is then updated instantly on that device. If I then check the second device and refresh the webpage and browser it does not update the session to reflect the name change. This action was carried out as part of a test of the existing My Account Website content.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html?profileUpdated=true
16/03/2017	Good	Business	Providing the email address and phone Number of the appropriate Department will help to expedite matters.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=N5HnTFokMznVTGXj4mqdfPHjqmoQO6NKF
16/03/2017	Good	Council and Democracy	Very useful thx	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html

16/03/2017	Poor	Parking	F*** ** guys		https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
16/03/2017	Good	Myaccount and lagan forms	Straight forward and clear information. Colour coded helps a lot. Not sure you can improve on the present layout. It tells you what you need to know. Simple and concise.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200069839
16/03/2017	Good	Council Tax and Benefits	Straightforward and easy to understand.	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=4ZbVa6kCvRqnFLi0kVjwzjoLc3hDZgY1
16/03/2017	Good	Council Tax and Benefits	It was easy to navigate.	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=Rw9c1rKLR5pcbmwtuiwwHdlHU2syvyEk
16/03/2017	Good	Uncategorised	Confirmation email of all correspondence sent to acknowledge receipt and give reassurance that all matters will be investigated	Thank you for your comments	
17/03/2017	Good	Planning & Building Control	Keeping it simple	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=TjApbbwck3rXpcOp4OXe6ul4eLHQ4EFg
17/03/2017	Poor	Myaccount and lagan forms	I have received a letter with a bill. Th bill is wrong and I've been trying to contact the Borough to report it but the number is a robot and I cannot speak to anyone working in the Borough. The options given are not helpful at all. I was hoping the website could help us but there's no option for support. The website doesn't even recognise me as someone that has asked for Council Tax.. Please make sure the website is more helpful! And please get in touch with me as I've received a second letter with another bill but no help to resolve this issue!!	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/my-account/council-tax.html
17/03/2017	Average	Waste & Recycling	There is no mention of how to recycle sharp objects such as Kitchen Knives. What do we do with them. Or did I miss to read. which means it is not obvious on this page.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/household-waste-and-recycling-bin-collections/blue-bin.html
17/03/2017	Poor	Homepage	Clicking on links is giving me error message of internal misconfiguration	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

17/03/2017	Poor	Waste & Recycling	Difficult to understand	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html
17/03/2017	Poor	Council Tax and Benefits	Can't find postal 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 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/Council-tax---general-enquiry.html
17/03/2017	Poor	Council Tax and Benefits	I am trying to find out council tax for 2017-18	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/Council-tax---moving-in.html
17/03/2017	Poor	Waste & Recycling	Letting me complain about non collection is hardly the point - I wanted my bin collected - which is after all what I pay for!	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=684728908.1489771194
17/03/2017	Poor	Waste & Recycling	Getting the site to work when you put in the post code to try and find out the next day for green bin collection	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
17/03/2017	Poor	Search	barnet office opening times should on the front of the website	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/search.html?keywords=office+opening+times
17/03/2017	Good	Waste & Recycling	This is a good webpage. I wanted to know when my green garden waste bin would be emptied and found out quickly and I only had to input my postcode and address. Well done Barnet. I don't agree with many of the council's decisions or implementations but this is a great webpage.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/03/2017	Good	Registrars	Happy with this page. It's good shit.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html
18/03/2017	Poor	Myaccount and lagan forms	I cannot describe the problem/complaint. The rubbish chutes for where I live have not been emptied for 3 consecutive Mondays. I have reported this to Barnet Homes 3 times but nothing has been done. I cannot throw my rubbish away and I obviously cannot store it in my kitchen	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

18/03/2017	Poor	Waste & Recycling	keeps saying session has expired try again	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/1-Data-protection.html?mgnlFormToken=D5NwJlT5GWbkzni9BVHDjbySNYyYilyk
18/03/2017	Good	Assurance	It is great	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages.html
18/03/2017	Poor	Adults and Communities	Information is out of date notwithstanding attempts to correct 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/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853284ae7c2872585160&directoryRecordId=54e3853284ae7c2872585172
18/03/2017	Poor	Waste & Recycling	Unresponsive boxes	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1465250430.1489853592
18/03/2017	Poor	Libraries	Totally without value, does not give any information or help that I need. Waste of time!	We are sorry for the inconvenience caused. Thank you for your comments. For more information, please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html
19/03/2017	Poor	Council Tax and Benefits	I am moving out on 22.4.2017. I do not know yet whereto. But I have to give an address, otherwise I can not submit the page. What shall I 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 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/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=EghDRfuBBYd41dGz6LMYHdTPro0PIXPA
19/03/2017	Poor	Freedom of information	Response not held, or no explanation given as to why the information is not available	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=2016-06-30&caseId=2874796&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
19/03/2017	Poor	Myaccount and lagan forms	The system needs to give accurate information; not something which changes day to day and causes distress to people already facing issues.	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/my-account/council-tax.html
19/03/2017	Poor	Myaccount and lagan forms	...its just not working; I've complained several times re this tech issue and no one has got back to 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol

19/03/2017	Good	Waste & Recycling	Very simple webb page ,easy to work through	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=dns8LtAUaM6uGyvbvNlIEyGiRj7Add9P
19/03/2017	Poor	Waste & Recycling	I tried to find out when do they collect green waste, but no information about our address. Not helpful at all.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
19/03/2017	Poor	Waste & Recycling	You provide no opportunity to report on mixed recycling bins serving large developments with many units! This situation pertains both on your website and on your phone lines. it is utterly frustrating to residents and, in my opinion, evidence that you do not really care about recycling.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2101312127.1480879492
19/03/2017	Poor	Council Tax and Benefits	link doesn 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 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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=ChWQjhrY5bJR05JA5KjnEOuGTeEJuLUz
19/03/2017	Poor	Libraries	This is the last screen in a library reservation process. Only now does it say there are website problems. Either: a) say this at the first screen instead of making me waste time going through the whole process b) give a useful error message saying what's actually wrong with the data I've entered c) monitor your web site and fix and test problems like this Utterly useless providing a page like this if it doesn't work fully.	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/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=599123306.1489927251
19/03/2017	Poor	Uncategorised	zero information currently. Put some in?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
19/03/2017	Poor	Waste & Recycling	Not very helpful	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1637486688.1485289011

19/03/2017	Good	Adults and Communities	They mention my date of birth format is wrong can you explain y please. Thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/2-Your-details.html?mgnlFormToken=a8gDHsaLP HUK7oK10CP6hxsLsQOGEqC
19/03/2017	Good	Waste & Recycling	you should reduce the price of the black bin,especially when there are more than 6 people live in the house	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=YtLaJOzICfw xNFNUGuZt2i8txF5jhz6L
19/03/2017	Poor	Waste & Recycling	Why not have an address tab in case postcode not known. Door number with postcode OR road name.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
19/03/2017	Poor	Council and Democracy	You could answer the emergency number for starters, my 87 year old mum is sitting in the cold again with 2 blankets around her and not one of your emergency numbers work, you are top of the list for 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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
19/03/2017	Poor	Myaccount and lagan forms	unstable	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/report-a-problem/form.html?lat=51.63319724343239&lng=-0.14382267589098774&streetid=20014960&location-landmark=Long+stretch+of+central+road+between+Friars+Walk+and+Exeter+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=319030230.1489338999
20/03/2017	Good	Council Tax and Benefits	It's much better. However, I would still like to know why you have not fixed the bridge to brent park.	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/appeals.html
20/03/2017	Poor	Business	It's not acceptable to have to fill in name, address and personal details before we are even allowed to LOOK at the contents of the form.	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/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=uxMTVfcuU GEVpe923SPND1x59M8LcTv9
20/03/2017	Poor	Waste & Recycling	I cannot get my address up on screen	Thank you for your feedback and sorry you have experienced issues with our service. If the 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

20/03/2017	Poor	Parking	Where is the number for live Peking enforcment ?	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html
20/03/2017	Poor	Council Tax and Benefits	I will move out abroad. But, the system did not accept my forwarding address in other country. And I would like to tell you more. So, I e-mailed what I should do it for moving out to your address a week ago. But there was no response. However, I submitted my detail to your e-mail address again last weekend Please reply it. Thank you.	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/Council-tax---moving-out.html
20/03/2017	Poor	Council Tax and Benefits	Your voicemail message is a total waste of time and your website is not helpful either.	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
20/03/2017	Good	Council and Democracy	Amazing that everything is all in one place	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
20/03/2017	Good	Waste & Recycling	Sabrina Fung sabrina_fung@hotmail.com	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=RsZmYydlb85ww6Gv4M6TRF2rcL4E0N83
20/03/2017	Average	Myaccount and lagan forms	It would be helpful if the report a problem page showed the number of characters being used. I had to redo 3 times to get within 250 .	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/report-a-problem/form.html?lat=51.60411343347558&lng=-0.14614284038543698&streetId=20034080&location-landmark=87+Pembroke+Road+on+the+corner+with+Crown+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1242482042.1476449397
20/03/2017	Poor	Planning & Building Control	I'm wanting to send comments on a planning application, but the barnet portal is down again (similar to the other week). Could you please contact me on 0208 440 8183 once back up again. Many thanks	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/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html

20/03/2017	Poor	Myaccount and lagan forms	When you need to edit something it's difficult to return to the page to continue	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61615127687494&lng=-0.16324996948242188&streetid=20001760&location-landmark=Fence+of+121+Ashurst+Road+at+bottom+of+Friern+Park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1840330825.1483381421
20/03/2017	Poor	Adults and Communities	Not user friendly. Tried finding the job search section for 20 mins.	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=54e3852f84ae7c2872584e06&list=true
20/03/2017	Poor	Council Tax and Benefits	Why does it not ask you for 'forwarding address'? The information in the final screen was the wrong way round because it wasn't clear. 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 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/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=ldoblT5Uj0gOI9tgev6tniWDfHPhUzGw
20/03/2017	Good	Council Tax and Benefits	I misread the headings at the top of the website pages earlier, hence my earlier complaint. Apologies.	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=ldoblT5Uj0gOI9tgev6tniWDfHPhUzGw
20/03/2017	Poor	Council Tax and Benefits	Why does the form say if you have any queries you can contact the phone number - I can't get through to anyone to speak to!	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/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ldoblT5Uj0gOI9tgev6tniWDfHPhUzGw
20/03/2017	Good	Myaccount and lagan forms	I'm applying for a resident parking permit. After I put in all my details, I'm asked to upload my supporting documents. When I upload my supporting documents, I'm told to click "Back" and pay for the permit. However, it's not clear where I pay? In the "Accept Offer" section? When I try this & enter my Application Number & PIN, I'm told I can't accept or decline the offer. Is this because I'm still waiting for the offer? If yes, when does this arrive? Do I get an email? Maybe this is obvious, but as a semi-savvy web user (modest), I struggle to see how the average user can navigate through this process? :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html

20/03/2017	Poor	Parking	Because i have been issued with a ticket from somewhere i have never been and the when i went to look at the evidence online it did not link up????	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
20/03/2017	Poor	Schools Information	Link goes nowhere	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/schools-and-education/schools-and-colleges/find-a-school.html
20/03/2017	Poor	Council and Democracy	NOTHING ABOUT SCAM EMAILS I GOT FOR A PCN?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the parking team on 02083597446 for more information.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
20/03/2017	Poor	Uncategorised	The search facility could actual show the results for what you are asking for not just ever piece of information with the same word in 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/directories.html
20/03/2017	Average	Council and Democracy	to provide copies of documentary evidence, there should be an attachments link.	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/email-receipt.html?mgnlFormToken=nViBLQqOyXXiCexcxhm3wPetbKaFopfD
20/03/2017	Poor	Parking	allowing the authority to be used by scammers	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
20/03/2017	Poor	Waste & Recycling	There is no way to contact the Council on this page regarding builders burning waste all day, every day	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/commercial-recycling-and-waste.html
20/03/2017	Poor	Council and Democracy	Does not provide ability to speak to a person when the query is not covered by the webiste options. ie bogus parking fine claims and what to do next.	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
20/03/2017	Poor	Adults and Communities	Yeah they take people kids the people who love there kids the most an make people ill. I hope they get everythink coming to them c****		https://www.barnet.gov.uk/citizen-home/adult-social-care/comments-and-complaints-adult-social-care.html
20/03/2017	Poor	Myaccount and lagan forms	Cant describe the problem	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/report-a-problem
20/03/2017	Good	News	The Web page provided useful information about fake Barnet parking fine emails. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Councils-warns-residents-of-fake-parking-fine-e-mails.html
20/03/2017	Good	News	Thank you for this information, As I recivied an Email requesting ?110 to be paid and thought is look strange, so went to your web site and found it was a scam staight away. Thank you again.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Councils-warns-residents-of-fake-parking-fine-e-mails.html

20/03/2017	Poor	Council Tax and Benefits	don't know where to start	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/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=4cAyEOEBPm9JgOQP82rC3PL6KrTbqxLM
20/03/2017	Good	Council Tax and Benefits	was fairly user-friendly as it enabled me to explain the situation rather than just fill in with ticking boxes, none of which often apply. This was enabling for peace of mind,	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=cSg8LcAqJYRAZnt9k69JPvyh7qwTSs1a
20/03/2017	Average	News	I received a scam e-mail about a parking penalty apparently from Barnet Council this afternoon. I immediately thought it was a scam as I live in the west country and have not visited Barnet for several years. However I had to search your site to find the warning about this scam - I think it should have appeared prominently on your home 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/news/Councils-warns-residents-of-fake-parking-fine-e-mails.html
20/03/2017	Poor	Parking	do a proper job, 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/driving-rules/box-junction-list.html
20/03/2017	Poor	Adults and Communities	Because it is no longer called the statement	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/forms/Freedom-pass-for-disabled-people/8-School-details.html?mgnlFormToken=5d411oMPEqemhTXHgHVWusl82gejuEIH
21/03/2017	Poor	Myaccount and lagan forms	I have been trying to add my council tax account but it never works!!!	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/my-account/council-tax.html?enrol
21/03/2017	Good	Events	Excellent source of information	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/events.html
21/03/2017	Poor	Council Tax and Benefits	making a payment 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 can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
21/03/2017	Good	News	HELPFUL & CLEAR.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news/Councils-warns-residents-of-fake-parking-fine-e-mails.html
21/03/2017	Average	News	Would be helpful to have an email address to forward suspect emails to	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 call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/news/Councils-warns-residents-of-fake-parking-fine-e-mails.html
21/03/2017	Poor	Council and Democracy	Looking for phone number	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

21/03/2017	Poor	Myaccount and lagan forms	Clear area for inputting details And not just part of location,	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/report-a-problem.html
21/03/2017	Average	Myaccount and lagan forms	Only a small thing. The description section of the fly-tipping report pages has a character limit of 250 but allows the user to write many more (and the text box is significantly bigger) before refusing to accept any entry over the character limit. I had to copy my text into word, edit it appropriately and copy/paste it back. You should limit the amount of text a user can enter, either with a smaller text box or just don't allow the user to write more than 250 characters.	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/report-a-problem/form.html?lat=51.58885624964337&lng=-0.21208763122558594&streetid=20025180&location-landmark=Alley+to+the+rear+of+14-16+Boyne+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1332093272.1438594568
21/03/2017	Poor	Myaccount and lagan forms	This website is difficult to use and you can not contact anyone on the phone to ask for advise.	We are sorry for the inconvenience caused. Thank you for your comments. You can contact us on 02083592000.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
21/03/2017	Poor	Council Tax and Benefits	no online functionality at all - printing and mailing is so far out of date its ridiculous!	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/interim-dd.html
21/03/2017	Poor	Business	The Direct Debit link contains the wrong document	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/business/business-rates/pay-business-rates.html
21/03/2017	Average	Council Tax and Benefits	perfectly fine and functional	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=4wcmfrdR0VAelxhYdYHmK0OxhYLUzi3

21/03/2017	Poor	Council and Democracy	I want to report a PCN fraude, but your page is not accessible. I live in France and has not been in UK since a year PENALTY CHARGE NOTICE (PCN) TRAFFIC MANAGEMENT ACT 2004 Date of this notice: 20/02/17 Date of service this notice: 22/02/17 PCN Number: AG2***** The Authority guesses that a penalty charge is payable in regard to the last-mentioned vehicle pursuant to the following alleged parking offense. Contravention Code: Loading places prescribed hours. Location: Fairgreen Date of infringement: 17/02/17 The Penalty Charge is: GBP 110.00 Examine the evidence first before you challenge/appeal Pay your parking ticket online DO NOT IGNORE THIS NOTICE The PCN is being served by post as long as Civil Enforcement Officer: 289 observed the vehicle identified above from 09:41 to 09:42 and tried to serve a PCN by affixing it to the vehicle or giving it to person appearing to be in charge of the vehicle but was prevented from doing so by any other person.	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/1-Data-Protection.html?mgnlFormToken=PYAI6MLOfgARbO7r4WdrkqLVbNgPtqvY
21/03/2017	Good	Council Tax and Benefits	excellent service by barnet i can now set up direct debit online without the need to download a form.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
21/03/2017	Good	Waste & Recycling	It is good and easy to 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=A7BAw8NIDdsgrKZpzW9QfKW45AI6Qxb
21/03/2017	Good	Business	found it straight forward	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Apply-for-a-commercial-waste-agreement/email-receipt.html?mgnlFormToken=witSn4XkboKZPQt1k0wTYgEWSSK8FW7d
21/03/2017	Poor	News	It does not say how much the litter enforcement team has been paid.	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/Over--12-000-worth-of-fines-issued-for-littering.html
21/03/2017	Poor	Registrars	Set up an easier payment method for weddings	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/giving-notice-of-a-marriage-or-civil-partnership.html

21/03/2017	Poor	Council Tax and Benefits	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 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/Council-tax---moving-out.html
21/03/2017	Poor	Business	no thing can help small business here!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/business-rates/reductions-and-reliefs.html
21/03/2017	Poor	Myaccount and lagan forms	rubbish 250 character s is impossible to write anything	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/report-a-problem/form.html?lat=51.62648487655444&lng=-0.14832884073257446&streetId=20018270&location-landmark=zebra+crossing&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=262567042.1490120981
21/03/2017	Good	Uncategorised	all seemed fine to me	Thank you for your comments	
21/03/2017	Poor	Libraries	BBBBBBBBBBAAAAAAAAAAAAADDDDDDDDDDD		https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html
22/03/2017	Good	Council Tax and Benefits	Everything is 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=2c0VMi8c5jSzb49mEQFEMTaNPm9bq64N
22/03/2017	Poor	Myaccount and lagan forms	Hi i try so many times to register to be able to check my council tax bill never happend.	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/my-account/council-tax.html?enrol
22/03/2017	Good	Adults and Communities	i found this website very useful for my coursework, thankyou very much!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/keeping-people-safe-safeguarding-adults/discriminatory-abuse.html
22/03/2017	Poor	Council and Democracy	all i want is to speak to a person, not file online or on a computer....	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
22/03/2017	Poor	Planning & Building Control	It is very common to build shed at back of garden, Therefore adding asked & questions for this sort matter.	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/planning-conservation-and-building-control/building-control/FAQs.html
22/03/2017	Good	Myaccount and lagan forms	speed bumps	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
22/03/2017	Poor	Myaccount and lagan forms	Links do not open	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/my-account/parking.html

22/03/2017	Poor	Waste & Recycling	My address is not noted in the postcode finder and so we have no way of checking the information. Just want to know our bin collection information as garden waste has not been collected for 6 weeks!	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
22/03/2017	Poor	Waste & Recycling	I do not want reply within 5 days but within 24 hours! There are too many fields in the page. You need only to select Bin that has not been collected. Option for other Bins can then be added.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=835516030.1482516375
22/03/2017	Poor	Myaccount and lagan forms	why does it ask me if I want to activate my account when I have an active account. Why can I not see how much I have paid this year in council tax? Why can I not set up a direct debit online? The website is antiquated and it is impossible to call through to a member of your 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
22/03/2017	Poor	Planning & Building Control	many other local authorities have interact maps which help with the location of conservation areas. A list of pdf files is not very helpful if you do not know where to start looking.	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/planning-conservation-and-building-control/conservation/Conservation-Areas.html
22/03/2017	Poor	Myaccount and lagan forms	Form does not load	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/report-a-problem/form.html?lat=51.630145607319726&lng=-0.15751540660858154&streetId=20037660&location-landmark=1+Gallants+Farm+Road+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=27646106.1488551562
22/03/2017	Average	Planning & Building Control	Quite a lot of info on one page	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/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
22/03/2017	Poor	Myaccount and lagan forms	Unable to access council tax bill.	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/my-account/council-tax.html?enrol

22/03/2017	Poor	Myaccount and lagan forms	This page will not let me carry out any editing	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/report-a-problem/form.html?lat=51.63048580905375&lng=-0.2690550684928894&streetId=20006260&location-landmark=133+Meadfield&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
22/03/2017	Poor	Council Tax and Benefits	I have tried the number advised on this page to speak to someone about the disability discount and the number called does not allow one to speak to anyone about this discount! Waste of 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 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/disabled-relief.html
22/03/2017	Poor	Search	looking for jobs vacancies	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=jobs+in+barnet
22/03/2017	Poor	Waste & Recycling	Options for recycling bags not on the list.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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=RhafJ69j9faEnmDtGXhrbld6yktM7iXz
22/03/2017	Poor	Myaccount and lagan forms	i have put in all my details 3 times for a new permit and each time at the end it says its done it but on the main screen it shows no updated permits	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/my-account/parking.html
22/03/2017	Good	Council Tax and Benefits	Excellent service!	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=hXA69B1fVKGtDSIXajOpvPDMNqSigKJf
23/03/2017	Poor	Freedom of information	The requested information was not attached as stated	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/foi-requests?caseDate=2017-03-08&caseId=3494196&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
23/03/2017	Poor	Registrars	Couldn't make the drop down boxes work for title or department required	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/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/2-Personal-Details.html?mgnlFormToken=FS0erUm9LCRTbB1fRb8x8vSW8SGuDNqb7
23/03/2017	Average	Waste & Recycling	I had to keep repeating details.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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=B5kuupBaiPJG1WiPsGkzoUIBazuwR2Kk

23/03/2017	Good	Registrars	None	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=rqNY9c4niGCKbtbpSBObuOSvI9VHStvW
23/03/2017	Poor	Uncategorised	You need a person at the other end of the phone. I have been on the phone for 20 minutes trying to get through . You are just on a loop to nowhere	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/Useful-forms.html
23/03/2017	Poor	Schools Information	Hello hi my dear I don't know how to fill up the from 0*****5	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 call the service on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions.html
23/03/2017	Poor	Council Tax and Benefits	Make sure all the print on the page is in black. The long statement in grey italics is difficult to read and for some people may be 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/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=TD9zduAnNoK3fAjunotD8HAJMxRgtVp9
23/03/2017	Good	Waste & Recycling	Separate out the coloured bins from the beginning	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=KJ93LI14ZLNyecNjnSpx3ErQSepb0H0
23/03/2017	Poor	Myaccount and lagan forms	No of character allowed for the decription of the problem is not long enough to describe a problem	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6248121517381&lng=-0.1348292827606201&streetId=20001640&location-landmark=49&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=954395357.1490272650
23/03/2017	Poor	Myaccount and lagan forms	Will not let me register my council tax 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol

23/03/2017	Poor	Myaccount and lagan forms	I was not allowed to report a problem when I clicked on the button.	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/report-a-problem/form.html?lat=51.63993041499124&lng=-0.16584634780883786&streetid=20010700&location-landmark=The+pavements,+road+and+green+at+the+Capel+Road+end+of+Cranbrook+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1171267941.1486135869
23/03/2017	Good	Council Tax and Benefits	No improvement necessary.	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=h4EdXxwhFRweK386c290CYfyyYJgc7jS
23/03/2017	Average	Waste & Recycling	It was easy to use so no need for changes as far as I'm concerned.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/9-Declaration---My-bin-is-damaged.html?mgnlFormToken=aL4aGoaZkhhIKpv5xQNBjqOR5eoL04jA
23/03/2017	Poor	Council Tax and Benefits	Its no good giving a phone number and then when it is used you cannot speak to someone.	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/disabled-relief.html
23/03/2017	Good	Uncategorised	Pricing is incorrect - needs to be updated to \$6 per session	Thank you for your comments	
23/03/2017	Poor	Myaccount and lagan forms	I enter information and nothing happens! I'm still waiting on Continue!	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/report-a-problem/form.html?lat=51.59153650002133&lng=-0.17363905884849373&streetid=20043260&location-landmark=10+Trinity+Ave.+N2+0LX&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=786070086.1490288833
23/03/2017	Good	Council Tax and Benefits	Need BRITISH SIGN LANGUAGE FOR DEAF	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=xllNNnrXCI1RxuHfxhuvqAoelv07Ueed

23/03/2017	Poor	Environmental Health & Trading Sta	AS a LBB Council Tax payer I object to having to use a premium telephone number to contact Trading Standards, a service LBB has a statutory responsibility to provide.	We are sorry for the inconvenience caused. Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/environmental-health/consumer-advice.html
23/03/2017	Poor	Schools Information	Very hard to navigate - Information is not easy to find	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=54e3852a84ae7c28725849d1&list=true
23/03/2017	Good	Council Tax and Benefits	thx for these very helpful page is been very good for as.	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=bCVtUKhQVUPS3y4VzkdwQNZOZx4oRwHW
23/03/2017	Poor	Business	You have been advertising the same four properties for over four months	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/business/commercial-property-for-sale-and-rent.html
23/03/2017	Poor	Uncategorised	no one has responded to my pcn challenge and there's no support number	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 call our parking permits team on 02083597446.	
23/03/2017	Good	Parks	Idk	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a80
23/03/2017	Poor	Waste & Recycling	No information on my address	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
24/03/2017	Good	Council Tax and Benefits	I think you can't improve something already perfect! Thank you very much!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
24/03/2017	Poor	Council and Democracy	I'm trying to contact you to request residents parking permits however your user page is very unfriendly. You only have permit pages on current users	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html
24/03/2017	Good	Council and Democracy	good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
24/03/2017	Poor	Council Tax and Benefits	What happens if a property is bequeathed and cannot be sold until estate administered which has taken more than 6 months	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

24/03/2017	Good	Myaccount and lagan forms	Nowhere all ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
24/03/2017	Poor	Children's Services	Timing out after 20 minutes when filling out a form about a child's health and care needs is not enough! And then to be told it has not been saved is a waste of our 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/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=HI7HemCN7So7SJWCAtK7s4XOAigtbuex
24/03/2017	Average	Planning & Building Control	Should be able to look up the property address and the map shows if it is listed/in a conservation area	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/planning-conservation-and-building-control/conservation/Conservation-Areas.html
24/03/2017	Poor	Libraries	When we click on Chipping Barnet, it goes to Child's Library!	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/libraries/library-opening-times.html
24/03/2017	Poor	Myaccount and lagan forms	Hi i cant register my account 31850428	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/my-account/council-tax.html?enrol
24/03/2017	Poor	Myaccount and lagan forms	I cant register the account 31850428	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/my-account/council-tax.html?enrol
24/03/2017	Poor	Myaccount and lagan forms	No working	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
24/03/2017	Poor	Planning & Building Control	Where's option for a meeting Category E?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html?mgnlFormToken=5F0A93DQjlqkGAzUx5ZGxtFuOf15iR7H
24/03/2017	Poor	Council and Democracy	I was looking for a phone number for the switchboard	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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
24/03/2017	Poor	Myaccount and lagan forms	For post code N12 8EH it would appear that the council only collect blue and brown bins. What about the green bins and the grey bins?????????????????	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=200084353
24/03/2017	Poor	Parking	spend more time helping he people in your community who pay a lot of council tax and are decent on the whole, rather than raising money through your website and frivolous traffic charges	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html

24/03/2017	Poor	Council Tax and Benefits	I am trying to proceed to the next step and it is not working when I click the button "next"	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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=wb0ikNpWRNvGDVvwXmKBv5RtYtgilJdk
24/03/2017	Poor	Myaccount and lagan forms	NOT WORKING	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/my-account/council-tax.html?enrol
24/03/2017	Poor	Myaccount and lagan forms	Won't let me enter my address	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/profile.html
24/03/2017	Poor	Myaccount and lagan forms	This is stupid. I wanted to set up the direct debit. I wanted to fill the form in online, which it said I can and all it gives me is the pdf form to send by post, which i have already. A total waste of 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
24/03/2017	Poor	Myaccount and lagan forms	Won't let me go 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
24/03/2017	Poor	Waste & Recycling	it would be nice to have a more personal contact. call centre takes calls. website too impersonal and does not give sufficient information. generally dealing with barnet council is unsatisfactory and never produces immediate or good enough results	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1482982770.1481046409
24/03/2017	Poor	Myaccount and lagan forms	I went to a lot of trouble to pinpoint the road, yet the website turned up Reynolds Close, not Chandos Way that was being reported. There was a button for editing my personal details but not the address of the place concerned.	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/report-a-problem/form.html?lat=51.57204658883191&lng=-0.18799924837367143&streetId=20036440&location-landmark=verge+all+alongside+++chandos+Way+NW11&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
24/03/2017	Poor	Libraries	How about times of opening if the phone cannot be answered?	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/libraries/local-studies-and-archives/collections/photographs-and-illustrations.html
24/03/2017	Poor	Parking	The fact that no one is contactable is poor service when a simple parking issue has no way of being addressed. One monday I only have the number of the Chief Executive to contact for Mr *** *****.	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html

24/03/2017	Poor	Myaccount and lagan forms	I can't access my council tax account details, when I click nothing comes up	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/my-account/council-tax.html
25/03/2017	Poor	Parking	The linked service showing a search and supposedly finding the CPZ's for any zone in the Borough simply does not work properly in either Firefox or Safari	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
25/03/2017	Average	Waste & Recycling	Website fine. Not happy that could take upto 5 day to colle ct a missed bin collection.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1237855334.1477703046
25/03/2017	Poor	Highways	no link to traffic consultations	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/parking-roads-and-pavements.html
25/03/2017	Poor	Myaccount and lagan forms	The password criteria is impossible.	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/register.html
25/03/2017	Poor	Council Tax and Benefits	I am a landlord and there is no obvious way to inform you of new tenants 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 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/Council-tax---moving-out/email-receipt.html?mgnlFormToken=CsAW0HF8H8C1cdqYJET1M20DYjs9yxA5
25/03/2017	Average	Waste & Recycling	the bin collection service is usually excellent but there have been occasions when the bins have not been collected with no reason given	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1806516800.1490437547
25/03/2017	Good	Myaccount and lagan forms	Nothing to improve	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html
25/03/2017	Poor	Search	It is very confused when I try to search for my area it doesn't do so it uploaded all Barnet areas and very difficult to find what I need to find out	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/search.html?keywords=Aply+for+planning+and+permission&resultsPerPage=10&filters['TP_doctype_grp']=events
25/03/2017	Poor	Council Tax and Benefits	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 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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=emfHF9uKwzH7v6ieiBVDF4UDemiVW1RI

25/03/2017	Poor	Uncategorised	Pointless reporting a missed bin collection as the turnaround is too slow. By the time you receive any response it is round to the next collection day anyway, so what's the point....	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	
25/03/2017	Poor	Waste & Recycling	5 days is too long to respond to a missed bin collection, especially as it keeps happening.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2062853475.1490452901
25/03/2017	Poor	Myaccount and lagan forms	it says you don't recognise my 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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
25/03/2017	Good	Waste & Recycling	No complaints!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=119414193.1472042463
25/03/2017	Poor	Myaccount and lagan forms	give details of what you do	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/terms-and-conditions.html
25/03/2017	Poor	Search	I am trying very hard to find plans that are out for consultation. I know their reference number, BC/000888-01, but all my searches on the whole Barnet Council website have failed.	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=BC/000888-01
26/03/2017	Poor	Uncategorised	the activate account doesnt work to link my exisiting council tax 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 or ultimately you can ring our Council Tax team on 0208 359 2608	
26/03/2017	Poor	Myaccount and lagan forms	no loding	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/my-account/my-area.html

26/03/2017	Poor	Myaccount and lagan forms	Difficult to navigate	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/report-a-problem/form.html?lat=51.64777974156003&lng=-0.17291296273469925&streetid=20047920&location-landmark=51+York+Road+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=575876826.1490521151
26/03/2017	Poor	Waste & Recycling	In order to improve you could try collecting the bins on time so I don't have to use your substandard website, Barnet council.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2014948033.1476009356
26/03/2017	Poor	Myaccount and lagan forms	sorry yoir service very poor i think live in first world united kingdom	We are sorry for the inconvenience caused. Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/register.html
26/03/2017	Poor	Waste & Recycling	I am TRYING to find the dates for garden waste collection, but keep being directed to household waste...not impressive.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
26/03/2017	Poor	Waste & Recycling	Slow	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1063023928.1452594730
26/03/2017	Poor	Waste & Recycling	Slow website	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1063023928.1452594730
26/03/2017	Poor	Waste & Recycling	If doesn't work.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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

26/03/2017	Poor	Council Tax and Benefits	The Direct Debit form doesn't allow me to enter my details. I entered my first name and last name, but validator says, "we can't recognize your name, please type as it appears in your council tax bill". Ok, but in my council tax bill I have both my name and my wife's name. How can I fit two names to the DD form? It looks that I have to pay manually every month :(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/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=ahVT Hpq5T2fdIkXy7tYytwxndMLYACa
26/03/2017	Poor	Search	459O7088855113345TYUI,,,,,,,,,,,,,,,,,,,,,./IUJHGB	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=
26/03/2017	Poor	Myaccount and lagan forms	Absolutely total c***		https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59141585545338&lng=-0.21140098571777344&streetId=20036850&location-landmark=Between+A504+Finchley+lane+and+B552+Parsons+street&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=991514245.1490525967
26/03/2017	Poor	Myaccount and lagan forms	some of the web pages do not work or go to the wrong web page - very frustrating !! for example i tried to order some visitor parking permits but the page goes to the permit change details page - https://parkingservices.nsl.co.uk/Barnet/PermitWeb/#/ChangeDetails does anyone actually check that these links/pages 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 call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/my-account/my-area.html
27/03/2017	Average	Uncategorised	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	
27/03/2017	Poor	Council Tax and Benefits	I would like to set up direct debit and have two names on the council tax. there is no option allowing me to add the two names in order for me to set up the direct debit.	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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=ueDb SMLVXq6347ZmOViuA7bocnhLUz33

27/03/2017	Poor	Children's Services	poor information - nothing 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/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c28725858f1
27/03/2017	Average	Myaccount and lagan forms	There is a maximum capacity of 250 characters to describe the problem. There should be a counter to aide filling in and submitting the form and not trial and error by the user to get to the right number of characters.	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/report-a-problem/form.html?lat=51.62344788380603&lng=-0.16723036766052246&streetId=20016720&location-landmark=Myddelton+Park+and+St+James+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
27/03/2017	Poor	Council Tax and Benefits	Cannot get to the part of site to which all telephone calls to 0208 359 2111 point	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
27/03/2017	Average	Council Tax and Benefits	I am moving into this property on 23/04/17 and wish to register for council tax.	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/Council-tax--moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=TDoy94eBaNdobcvkyGt2v6ed0pYumP76
27/03/2017	Poor	Council Tax and Benefits	i am trying to find out how i register to pay by monthly instalments but cant see any help here	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
27/03/2017	Poor	Waste & Recycling	It says have information ready but doesn't say WHAT INFORMATION!	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/New--damaged-and-additional-bins.html
27/03/2017	Average	Adults and Communities	a link to the form would help	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/supported-housing-choices/care-homes/who-pays-for-your-care.html
27/03/2017	Good	Planning & Building Control	It would be great to have easy access to all the departments telephone numbers as an option on each web page	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/email-receipt.html?mgnlFormToken=bsc3tWeGZllpUgWxHFzsfodGnWxaz84F

27/03/2017	Poor	Council and Democracy	I am trying to establish WHAT are your customer service standards and you are not telling 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 contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/one-barnet-transformation-programme/customer-services-transformation.html
27/03/2017	Poor	Waste & Recycling	I requested a collection calendar for rubbish collection . and says nothing on record	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
27/03/2017	Poor	Parking	I am being asked which parking zone I want a permit for, and cannot find anywhere on your website that illustrates where the zone are!	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
27/03/2017	Poor	Parking	Where are the maps??? How are we supposed to know which permit we need if you can't show us where they apply!	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking.html
27/03/2017	Poor	Myaccount and lagan forms	it does not 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 can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
27/03/2017	Poor	Waste & Recycling	Answer your phones . Hate this website	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=194493721.1490627162
27/03/2017	Good	Council and Democracy	Fantastic presentation of public data. Easy to use, clear and straight to the point. Cheers to the BI and the Tech guys.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/Population-Projections.html
27/03/2017	Average	Registrars	I just don't like using technology!	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=Al1HStmQVYonCpnlaNK6Wrs64W2Zj75A
27/03/2017	Poor	Myaccount and lagan forms	Sort yourselves out so I can pay my council tax quickly and efficiently, which after all is the whole point of an on-line service, which is useful when it works!!!!	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/my-account/council-tax.html?enrol

27/03/2017	Poor	Uncategorised	I wanted to know the times of parking restrictions so not 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 call our parking permits team on 02083597446.	
27/03/2017	Poor	Libraries	Hoohaa to sign 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/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=1454472757.1444724185
27/03/2017	Poor	Waste & Recycling	I am trying to find out about green bin collection and keep being redirected to black bins	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
27/03/2017	Poor	Parking	parking in Barnet is very difficult and too complicated - it would be much easier to revert to the former arrangement with parking meters when one could pay as one wanted with cash - it would be much simpler - I have not used the parking here since the meters were abolished and looking at the present website I am not likely to try. It is just too 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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html
27/03/2017	Poor	Myaccount and lagan forms	:-{	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/my-account/council-tax.html
27/03/2017	Poor	Myaccount and lagan forms	Can't view my current bill :(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/my-account/council-tax.html
28/03/2017	Average	Waste & Recycling	mandatory fields must have an asterisk	Thank you for your feedback and sorry you have experienced issues with our service. If the 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=GNRheyBM RNCghsq5o78U4tmODhbwUtb7
28/03/2017	Good	Libraries	Nice to learn the history of where I've lived all my life, and to be able to show my kids, why that when they dig on the green outside our home, they dig up old horseshoes.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/cricklewood-hendon-nw2.html
28/03/2017	Poor	Registrars	The number and message you get could not be less helpful telling me you moved but no number to call!!!!	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html

28/03/2017	Poor	Waste & Recycling	I interned my address and postcode 20 Times in any possible form and format, but I got a message saying my address/postcode doesn't exist!!! 20 Courthouse Road, North Finchley, N12 7PJ All I wanted to do was buying a green bin as mine was stolen.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/2-Personal-Details.html?mgnlFormToken=sXabS8goSEwF7DwdN9F0bgJ9XeNiZaSt
28/03/2017	Poor	Myaccount and lagan forms	No links on anything I registered to help with council tax staying up to date etc but no way to know how to find that page! I am extremely well versed in computers so it isn't a lack of knowledge on my part this is a very difficult to manoeuvre website.	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/my-account/my-area.html
28/03/2017	Average	Council Tax and Benefits	The form could be more specific for the enquiry I'm making (refund).	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/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=yIpw4ib1mzPzElffpUUj71pBQ7hDbj1D
28/03/2017	Poor	Council Tax and Benefits	Not much we can do and the council does not contact back. 3 months to sort a minor issue	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---moving-in/email-receipt.html?mgnlFormToken=xab4xokQhx8BmuCCIEBdpvz9dSUzs4Xt2
28/03/2017	Poor	Council Tax and Benefits	this is consistently a totally unhelpful 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 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/Council-tax---moving-out/4-Details-about-your-move---own.html?mgnlFormToken=cpbzD9N5FM7GKQhZDEFyuAQLEfwhCzo
28/03/2017	Poor	Children's Services	wrong number	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=54e3854584ae7c2872585dc7&view=true
28/03/2017	Good	Myaccount and lagan forms	Easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
28/03/2017	Poor	Parking	I can't actually find the information I am looking for - I want to know how much a resident's parking permit costs. I don't want to apply for one, I am working out cost of living and you don't have that info available on the website anywhere that i can find!	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html

28/03/2017	Poor	Council Tax and Benefits	Ive been trying to pay my cojncl tax for 45 mins and nothing seems to work, please contact me and advise 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 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/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=629407900.1479892396
28/03/2017	Average	Business	time for describ is to short 20 minutes is not enuf can i ask you way is 20 minutes i have to rayt may problem is no inaf 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/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=kLzfxV0IKILyBwVvKEnbwDUWPOib4vOXt
28/03/2017	Good	Waste & Recycling	ok as it is	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=325742476.1487508037
28/03/2017	Poor	Myaccount and lagan forms	it doesnt show my outstanding balance	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/my-account/council-tax.html
28/03/2017	Good	Adults and Communities	I have found it a little difficult but overall very good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=uJVSSiQfgiiy77EPYCGqd0P7XU1h90Tn
28/03/2017	Poor	Uncategorised	Poor tabs	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
28/03/2017	Poor	Council Tax and Benefits	This is a rip off. Council making extra money to squander	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/Council-tax---empty-property-notification.html
28/03/2017	Good	Council Tax and Benefits		0 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=GpJ4rrlNrkq7lOp5J759hZ9V5ffNk2l0
28/03/2017	Poor	Council and Democracy	Finding the right department is a lottery. All I want to do is report a simple parking violation.	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 contact us on 0208 359 7446	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms.html

29/03/2017	Poor	Myaccount and lagan forms	An option to get a specific enquiry through to someone who will actually respond	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/my-account/council-tax.html?taxYear=2016/2017&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/pay-council-tax-by-direct-debit.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk
29/03/2017	Poor	Myaccount and lagan forms	I would have liked to apply for direct debit online, not have to print a form and send it by post	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/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/pay-council-tax-by-direct-debit.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk

29/03/2017	Poor	Council Tax and Benefits	horrible service and the advisers hang up in ur face	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/Council-tax---general-enquiry.html
29/03/2017	Good	Myaccount and lagan forms	Very simple and easy to follow directions	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
29/03/2017	Poor	Environmental Health & Trading Sta	No details on how to contact the council regarding this problem	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/environmental-health/noise/alarms.html
29/03/2017	Poor	Council Tax and Benefits	why oh why, do you not have a phone number are you so removed from your customers that you feel that everyone can use a computer and bend to the contour of L.B.B, so you no longer have a face to talk to,,, thank you for no help what so ever. stephen marshall 31975603	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/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=8qW7emVQwCr9vZMX32QPSeQmfZCMAw9a
29/03/2017	Poor	Waste & Recycling	No option for requesting a bin when you never had one in the first instance. .	Thank you for your feedback and sorry you have experienced issues with our service. If the 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/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1Y0OmTDTWTDQ2uurksD2fjPtyLNRk0xl
29/03/2017	Average	Myaccount and lagan forms	Not pretty, and very basic functionality	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/my-account/council-tax.html
29/03/2017	Poor	Council Tax and Benefits	I've got to the last page of this change-of-address system but nowhere has it told me what will happen to my final council tax bill when it will be reckoned up, when it will go out of my account, and what I have to do to stop the direct debit thereafter (I am moving out of the borough.)	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/Council-tax---moving-out/email-receipt.html?mgnlFormToken=mvk0tRwh3WjEyM5lh0pg8Xi0ncQ0neZm
29/03/2017	Poor	Search	I was looking for 'European passport return service' and the search only came up with completely irrelevant information	We are sorry for the inconvenience caused. Thank you for your comments. For more assitance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/search.html?keywords=european+passport+return+service
29/03/2017	Poor	Parking	Unable to find simple information required	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 call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
29/03/2017	Poor	Myaccount and lagan forms	was unable to set up a direct debit for my council tax	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/my-account/council-tax.html?enrol

29/03/2017	Poor	Schools Information	not helpful in the slightest	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 call the service on 0208 359 7651	https://barnet.gov.uk/citizen-home/schools-and-education.html
29/03/2017	Poor	Council Tax and Benefits	I have tried submitting message for council tax exemptions many a times. However, it won't let me do 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 you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---student-discount/email-receipt.html?mgnlFormToken=yURXtMoRK2ywt5BWVtCIJ89IBDiOx3
29/03/2017	Poor	Myaccount and lagan forms	I tried to call the '24 hour' number (02033754242) 3 times to report a vehicle parked illegally. The phone cut off each time after about 6-7 rings. On the 4th attempt I was simply told that there was no-one to answer my call before the line went dead. This is not a 24 hour service, if it can be described as a service at all. And the web page was of little help, as writing this was the only sensible option.	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/report-a-problem/form.html?lat=51.60119502099183&lng=-0.2547411922569154&streetId=20004360&location-landmark=Number+13+Braemar+Gardens&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1385840691.1483802922
29/03/2017	Poor	Waste & Recycling	I live in a block of 12 flats. Post Code N3 1NP. On Saturday 18th.March 2017 six blue bins were delivered to this block and six out of twelve black bins were removed. The residents were informed that the collection day for the blue bins is Tuesday. No collection has taken place either on Tuesday 21st. or Tuesday 28th.March 2017. The bins have been left out in the correct place and our Managing Agent has been in contact with you about the matter. As a Director of this property I feel very dissatisfied with the situation and wish to know :- a.Why the bins have not been collected. b.When they will be collected.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
29/03/2017	Poor	Council Tax and Benefits	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 or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html
29/03/2017	Poor	Registrars	I need to correct a birth entry - clerical error, but no information!	We are sorry for the inconvenience caused. Thank you for your comments. For more assitance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/re-registering-a-birth.html

30/03/2017	Good	Council Tax and Benefits	Nice and easy!!!	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=8v46fyD2W0sV8HbichpS2W8wgvc2oyK7
30/03/2017	Good	Myaccount and lagan forms	Easy to use. I only hope my flytipping report is acted upon swiftly!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59293117911037&lng=-0.16904085874557495&streetId=20044424&location-landmark=The+garages+adjacent+to+The+Walks+/+The+Constitutional+Club&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=235783265.1490858647
30/03/2017	Average	Council Tax and Benefits	The property has been sold to a developer.	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/Council-tax---moving-out/email-receipt.html?mgnlFormToken=6bS8OizEdrTzytjCUooopEIi7aiGYiZ4
30/03/2017	Good	Council Tax and Benefits	Its good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/5-Declaration.html?mgnlFormToken=255c716YuHJJO6fgKtALFXTU4PnkKLt
30/03/2017	Poor	Waste & Recycling	replacement caddy takes too long to come.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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=coVGG3JypTjOBjdTVQJXKzUbpYQjHO2N
30/03/2017	Good	Myaccount and lagan forms	Please show the photo has been received OK.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57815333569548&lng=-0.18148362636566162&streetId=20046280&location-landmark=On+path+of+Kingsley+Way+(north)+by+the+roundabout+on+Wildwood+Road.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1925041204.1490868721

30/03/2017	Poor	Myaccount and lagan forms	very little info	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/my-account/council-tax.html?taxYear=2016/2017&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/pay-council-tax-by-direct-debit.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk
30/03/2017	Poor	Myaccount and lagan forms	Can't easily find previous council tax bills.	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/my-account/council-tax.html
30/03/2017	Poor	Council Tax and Benefits	Did not 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 can ring our Council Tax team on 0208 359 2608	https://www.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=1901587541.1490695426
30/03/2017	Good	Waste & Recycling	It is fine	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=ivcSmlIOMKEWjoPTUR9rJHYuD6hS7ooP

30/03/2017	Good	Council and Democracy	Tried called but not good. Don't say any other enquiry you have. Just cuts the line. But on line was much better. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=wiSu0rwa1fdbdEF14B7iaPq7e9FaTX63
30/03/2017	Poor	Myaccount and lagan forms	Have a traffic warden patrol Hale Drive and issue tickets to all the cars illegally parked across the residents' drives until this problem stops	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/report-a-problem.html
30/03/2017	Poor	Council Tax and Benefits	the font colour. the text cant be read i cant find the form appeal against overpayments	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/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/appeals.html
30/03/2017	Poor	Libraries	absoloutely disgraceful 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/libraries/library-events.html
30/03/2017	Average	Myaccount and lagan forms	When trying to keep within 250 characters, it would be helpful if the message, in red, indicating that limit had been exceeded (?), gave the number of excess characters involved. Without this, one has to count and recount the number of characters as one deletes words/lines. Surely this should be easy enough to do and it would make the site more friendly and easy to use. As it is one wastes so much 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/report-a-problem/form.html?lat=51.57084461296314&lng=-0.19329929355080822&streetid=20037860&location-landmark=St+Albans+Lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1491163708.1475164876
30/03/2017	Poor	Parking	If you're about to take a payment for a permit application that I've just filled in, why do you then take me to a different page where I then need to fill in app no and pin? Then it's not possible to skip back to find the pin... Bit of a waste of 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 call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
30/03/2017	Good	Waste & Recycling	I cannot see that the website requires improving. I found what I was looking for within a few clicks.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/3-I-dont-have-a-blue--black--brown-or-green-bin.html?mgnlFormToken=rrMLOcA2n7c85hRk8lTJKFrJRUet6dR
30/03/2017	Average	Myaccount and lagan forms	I put my account ref in as my council tax number and did not work. I went onto FAQs to understand what the "council tax number" was and not described clearly what it looks like or where to find 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/my-account/council-tax.html

30/03/2017	Poor	Waste & Recycling	This portal hasn't worked for my address for the last few weeks (Crewys Road, NW2)	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
31/03/2017	Poor	Council Tax and Benefits	I have no idea where to find the info I need	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/Council-tax---general-enquiry.html
31/03/2017	Poor	Myaccount and lagan forms	Keeps asking for my e-mail address even after I have entered 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/profile.html
31/03/2017	Average	Council Tax and Benefits	How to be able to speak to someone and not having. To deal via the internet	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/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=BXwAzCDQQVISYKM4dH8dMAGvqZeSLkHe
31/03/2017	Poor	Planning & Building Control	Very hard to find a property	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/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html
31/03/2017	Poor	Waste & Recycling	I wanted to know whether plastic milk bottle tops and those on other plastic bottles should be put in the recycling blue bin. They are not listed in your leaflet on recycling and not on this web page.	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
31/03/2017	Poor	Myaccount and lagan forms	The options do not cover all the problems There is a phone number but if you phone it says to go to the website	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/report-a-problem/form.html?lat=51.568410889551984&lng=-0.20773842930793762&streetId=20021860&location-landmark=House+number+162+.+I+live+on+the+flat+3+of+this+property,+and+already+for+few+months+we+are+having+problem+to+communicate+with+the+tenants+of+flat+1.+They+are+putting+rubbish+on+the+green+and+blue+bins&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1411685271.1458556283
31/03/2017	Poor	Libraries	What an appalling library service! I am surprised that with opening hours like these the local authority can still claim to be meeting its statutory obligation to provide a comprehensive library service to all (residents, workers, students) who wish to make use of 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/libraries/library-opening-times/temporary-opening-hours.html

31/03/2017	Poor	Libraries	Cornelius, what you have done to Barnet Libraries is disgusting. You are so transparent and it is more than obvious that you are intent on dumbing gown the population as you are frightened we will wake up to your foul evil corrupt ways. Well I have news for you cretins, too many of us are awake now and one day we will have you filthy scum arrested and locked up. It is only a matter of time before you get your well earned bad karma you d**** ***** f**** ...		https://barnet.gov.uk/citizen-home/libraries
31/03/2017	Poor	Registrars	I tried to call during working hours and noone picked up	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=YM2j1KoWjv3yipcgDDWfUCqF17IOYmW2
31/03/2017	Poor	Council and Democracy	you do not accept payment for planning fees, or at least it is not readily visible	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/pay-for-it-now.html
31/03/2017	Poor	Schools Information	it is complicated when you want to apply in school admission application	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 call the service on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/barnet-primary-school-admissions-guides.html
31/03/2017	Poor	Council Tax and Benefits	not working	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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=TnYuZjwycUbEFrh8ImKxvOa908XRSNHZ
31/03/2017	Good	Myaccount and lagan forms	For the bin men to return the emptied bins to the house they took them from and not just to sling them wherever it suits them. We all but them out tidily but the payments look anything but tidy after they have been	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200099304
31/03/2017	Poor	Waste & Recycling	No confirmation of completed page	Thank you for your feedback and sorry you have experienced issues with our service. If the 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?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=644312078.1490986878

31/03/2017	Poor	Council Tax and Benefits	not loading!	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/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=AAEIUtpQZ3u3tkdPAKAZpTyQ0if1p81b
31/03/2017	Poor	Waste & Recycling	I typed in my postcode and the website failed to respond	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
31/03/2017	Good	Waste & Recycling	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html
31/03/2017	Poor	Waste & Recycling	I typed in my postcode and nothing happen: the website didn't respond	Thank you for your feedback and sorry you have experienced issues with our service. If the 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
31/03/2017	Good	Registrars	Only useful information, not too much fluff	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality.html