

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/03/2018	Poor	Council and Democracy	Accept 13.02.18 and 13/02/18 as dates instead of being so choosy. Enable people to go back to the previous page without having to "start over" as you put it, or supply a copy of the complaint made. My clipboard didn't work properly when I copied the 4 things you can do to put it right and when I went back to copy and paste again it had gone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
01/03/2018	Poor	Parks	Time of Wednesday walk wrong. It starts at 9.00	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ab7">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ab7</a>
01/03/2018	Poor	News	It is dated December!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	News	Can you update? We are now in March not December.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	News	Not currently updated	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	News	Why are the school closures not been updated??	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	News	It is not current	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Good	News	you could add collages in the arear	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html">https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html</a>
01/03/2018	Poor	News	Wrong info !!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	Search	not enough info	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=gritting">https://www.barnet.gov.uk/citizen-home/search.html?keywords=gritting</a>
01/03/2018	Poor	News	All over the Uk councils are providing real time details of school closures. Why does Barnet only provide information about yesterday. . Hopeless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html">https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html</a>
01/03/2018	Poor	Schools Information	Out of date. Enquiring about today not yesterday!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
01/03/2018	Poor	Myaccount and lagan forms	No idea if my request has been received didn't appear to let me submit the request	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTN_EWBIN&amp;section=BNT_BinSubmit">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTN_EWBIN&amp;section=BNT_BinSubmit</a>

01/03/2018	Poor	Search	It is very dangerous and difficult to get out of the house what you do for old and lonely people to get out for their needs we can not even walk which sort of help is provided for these sort of people why you don't your self ready for these snowing weather for small roads I am alone with no help if I die no one will know to help what sort of council you are and this happen every year and your reply is we did not know to make ourself ready or prepare for that sort of sicuati	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+</a>
01/03/2018	Poor	Children's Services	k	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/barnet-educational-training-support-beets.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/barnet-educational-training-support-beets.html</a>
01/03/2018	Poor	Search	I am fed up I am like a prisoner for a while why the council don't help to clear the roads full of snow specially for old alone helpless people how we can provide our needs if we die who will know to help please please help to clear the small roads	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+</a>
01/03/2018	Good	Planning & Building Control	Happy with the flow and speed!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/email-receipt.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/email-receipt.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e</a>
01/03/2018	Poor	Libraries	Unable to proceed from this page!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1036274592.1518630483">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1036274592.1518630483</a>
01/03/2018	Good	Waste & Recycling	would like it to be easier to know the dates of collections - i.e. what day of the week is it.. or when the next scheduled collection will be - perhaps a banner near the top of the page? something OBVIOUS	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
01/03/2018	Poor	Schools Information	information is not up to date	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
01/03/2018	Poor	Council and Democracy	It does not tell me how to change my method of voting.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting.html">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting.html</a>
01/03/2018	Poor	Myaccount and lagan forms	What's the point of having "my account" when I click on Council Tax it shows nothing in relation to "my account"!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>

01/03/2018	Poor	Parking	cannot go to any links to appeal. pages keep crashing	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn</a>
01/03/2018	Poor	Libraries	THIS IS A DEED WEBSITE. FIX UP	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/colindale.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/colindale.html</a>
01/03/2018	Poor	Planning & Building Control	No contractor has been appointed yet, but we are required to give a name.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/3-Demolition-Contractors-Details.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/3-Demolition-Contractors-Details.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e</a>
01/03/2018	Poor	Myaccount and lagan forms	Where is the information on the reference bin number I need?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN</a>
01/03/2018	Poor	Myaccount and lagan forms	I cannot Order the bin I need	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y</a>
01/03/2018	Good	Libraries	it would be good if you could use a library immediately when you get your membership pin (instead of waiting for the card) but you may be able to do this anyway and i have just misread :	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=88631771.1519913677">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=88631771.1519913677</a>
01/03/2018	Poor	Highways	Thelma the operative I spoke to at 14.25 today 1 March did not appear to remotely interested re my concerns	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance.html</a>
01/03/2018	Poor	Search	As far as I know london borough of barnet is the only one which is not about residents and I tell this according to the experience I have during at least last 10 years which we had snow and we experienced difficulties do you think we are prisoners who supply us our needs who think we might need something we must have easy way out and in I even could not go to see my GP and get my repeat proscriptio ok I don't eat or drink and take my medication who is going to check if I am not dead .....	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=N3+</a>
01/03/2018	Average	Council and Democracy	Couldn't find if I was registered at my new property	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote.html</a>
01/03/2018	Poor	Myaccount and lagan forms	There are severe problems with Green bin/Green Waste collections. You have not provided a method for making a formal complaint in writing on your web site, with a 'reasonable' number of characters etc.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?iparams=5sSG7c1EMIqQRqk1b9tvFISNmOFMNF6keAis00rQMg=">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?iparams=5sSG7c1EMIqQRqk1b9tvFISNmOFMNF6keAis00rQMg=</a>

01/03/2018	Poor	Myaccount and lagan forms	my ref number is 101*****. this page says that ref 101*****was completed on 27/02/2018. but does not inform me the outcome of ref 101*****. it appears that ref 101***** was just closed and no action taken as our bins have not been emptied. what is the point of this page if you do not inform the customer of any action taken / or not taken. I	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm</a>
01/03/2018	Good	Myaccount and lagan forms	N	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLD">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLD</a>
01/03/2018	Good	Registrars	Easy to navigate and use.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
01/03/2018	Poor	Schools Information	no informations. look like barnet is not following what is happening with the schools. by the way school are apparently closed because barnett can't deal with the snow...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
01/03/2018	Average	News	its sad and not happy	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	Council Tax and Benefits	You should detail what info is require BEFORE presenting pages to fill in. Otherwise users could waste their time going pages of input before finding out they don't have all the necessary info to hand.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
01/03/2018	Poor	Schools Information	Update more frequently - several schools not listed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
01/03/2018	Poor	News	i	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
01/03/2018	Poor	Freedom of information	You have not provided the information requested, because you have not provided the attachments to the documents. It is the attachments that are the information requested in this FOI request, not the document itself. Are you trying to hide the answer?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2017-11-22&amp;caseId=4041596&amp;_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa">https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2017-11-22&amp;caseId=4041596&amp;_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa</a>
01/03/2018	Poor	Myaccount and lagan forms	My address at 53 Long Lane is not listed under the postcode N* ***. I have lived here for 20 years!!!!!! How therefore can I check refuse collection dates?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLD">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLD</a>

01/03/2018	Poor	Highways	Environmental officers are just there to target areas where there are no bins nearby. They don't care about the litter. It's just a job to charge people. They assess their victims and follow them. Usually outside of shops with no rubbish bins outside. Barnet must put bins outside of Poundland and Aldi in North Finchley. Why are there no bins? It's all on purpose. Council is targeting the poorest shoppers in the society. Barnet council doesn't respect its residents at all. North Finchley is completely full of homeless / beggars, but they are not their target, their target are the people who will pay. It's a scam. I think Barnet council just created a cash cow, from its own residents. You don't have to reply, please just put bins outside the cheapest shops in Barnet. This will save your residents from the fun of dealing with environmental officers. Most of your residents are decent people who are not treated decently by Barnet council.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/litter-enforcement/fixed-penalty-notice.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/litter-enforcement/fixed-penalty-notice.html</a>
01/03/2018	Poor	Waste & Recycling	My bin has still not been collected great	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html</a>
01/03/2018	Good	Schools Information	About time it was updated. Keep up the good work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
01/03/2018	Poor	News	Update	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html">https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html</a>
02/03/2018	Poor	Highways	I wanted to know if or when the roads near me will be gritted.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-2-gritting-routes.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-2-gritting-routes.html</a>
02/03/2018	Poor	Schools Information	Information not up to date	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
02/03/2018	Poor	Schools Information	School starts in 10 min and this is still showing yesterday	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
02/03/2018	Poor	Schools Information	I want to know today if the school is closed not yesterday! Needs to be updated before 7am daily so parents can make arrangements.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>

02/03/2018	Poor	Myaccount and lagan forms	says its a Dashboard but it doesnt show me anything about my council tax account. I've recently moved and received a bill for my new address - I wanted to check whether my Direct Debit from my old address has been transferred over.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
02/03/2018	Poor	Myaccount and lagan forms	Make sure your database is working! Cannot find my address? Been living here for 35 years!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
02/03/2018	Poor	Search	How do you help to provide their needs in this heavy snow for old and alone people	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Feed+back+about+weather+and+condition&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages&amp;page=57">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Feed+back+about+weather+and+condition&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages&amp;page=57</a>
02/03/2018	Poor	Council Tax and Benefits	Very unclear instructions	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
02/03/2018	Poor	Adults and Communities	should be <a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html</a> instead of <a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html</a>	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communités team on 0208 359 2000.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/Support-with-meals/meals-in-the-community.html</a>
02/03/2018	Poor	Planning & Building Control	I am trying to find a householder planning application form and it is not easy	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application.html</a>
02/03/2018	Poor	Children's Services	Needed a number to call	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries.html</a>
02/03/2018	Poor	Myaccount and lagan forms	Cannot log in	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
02/03/2018	Poor	Myaccount and lagan forms	THERE SHOULD BE AN OPTION FOR COMPLAINTS	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
02/03/2018	Poor	Waste & Recycling	why put a contact number when you only communicate with email	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>

02/03/2018	Poor	Council and Democracy	Hardly any information here.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58&amp;directoryRecordId=54e3854184ae7c2872585d61">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58&amp;directoryRecordId=54e3854184ae7c2872585d61</a>
02/03/2018	Good	Adults and Communities	Was very helpful. Has given us some ideas.	Thank you for your comments	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/supported-housing-choices/sheltered-housing.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/adult-social-care/supported-housing-choices/sheltered-housing.html</a>
02/03/2018	Poor	Council and Democracy	How do I email Barnet Council to ask them to get frozen water mains pipes unfrozen? Houses in my street don't have any running water for days because the water inside the pipes are frozen solid	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html</a>
02/03/2018	Poor	Search	I received a letter supposedly from the council of the London Borough or Barnet to register to vote. But the link given in this letter is <a href="http://www.registersecurely.com/barnet">www.registersecurely.com/barnet</a> which is not a .gov.uk website, so raises suspicion. Barnet's council website doesn't confirm or deny this is a genuine link.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=registersecurely.com">https://www.barnet.gov.uk/citizen-home/search.html?keywords=registersecurely.com</a>
02/03/2018	Poor	Myaccount and lagan forms	I complete a task and it keeps telling me that I have multiple logins. The time is wasted and the task is left incomplete. This is really frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/error duplicaterequest.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/error duplicaterequest.htm</a>
02/03/2018	Poor	Parking	This site should really be able to find PCNs with a reg number with today's technology	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>
02/03/2018	Poor	Myaccount and lagan forms	days are wrong, can't find three houses on same street	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
02/03/2018	Poor	Council Tax and Benefits	WebSpeed error from messenger process (6019) Msngr: the specified service name does not exist or has a bad format. (5825): OPENAccess-Live	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
02/03/2018	Poor	Libraries	It's not user friendly at all!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1123025999.1520017704">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1123025999.1520017704</a>
03/03/2018	Good	Regeneration	happy about this build	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/regeneration/granville-road.html">https://www.barnet.gov.uk/citizen-home/regeneration/granville-road.html</a>

03/03/2018	Poor	Myaccount and lagan forms	Provide the correct information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
03/03/2018	Good	Adults and Communities	nothing	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f">https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f</a>
03/03/2018	Average	Waste & Recycling	it would be useful to have a contact e-mail address to report problems about refuse collection, such as insufficient number of 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html</a>
03/03/2018	Good	Libraries	So great fixing me everything I need And being really clear	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=1363106622.1519145610">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=1363106622.1519145610</a>
03/03/2018	Good	Registrars	Thanks	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/1-Data-Protection.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/1-Data-Protection.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
03/03/2018	Poor	Myaccount and lagan forms	How can I pay my bill when unable to set up an account!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
03/03/2018	Poor	Libraries	Broken link - 'temporary closures of libraries for building and refurbishment works.'	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/catalogue-search.html">https://www.barnet.gov.uk/citizen-home/libraries/catalogue-search.html</a>
03/03/2018	Poor	Libraries	Online library catalogue is down. Error: the site can't be reached, connection timed out. URL: <a href="http://www.libraries.barnet.gov.uk/vs/Vubis.csp">http://www.libraries.barnet.gov.uk/vs/Vubis.csp</a>	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/catalogue-search.html">https://barnet.gov.uk/citizen-home/libraries/catalogue-search.html</a>
03/03/2018	Good	Assurance	Suits me fine!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/becoming-a-councillor.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/becoming-a-councillor.html</a>
03/03/2018	Poor	News	it didn't work, no links came up other than this survey.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/categories/libraries">https://www.barnet.gov.uk/citizen-home/news/categories/libraries</a>
03/03/2018	Poor	Myaccount and lagan forms	It-s disgusting the situation of your website service in the last 2 months. It doesn-t allowed me to check my balance or make payment, neither check my council tax homepage. This is absolutely not an acceptable service from a government institution.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>



03/03/2018	Poor	Myaccount and lagan forms	like the council totally uncontactible and unhelpful in its approach to democratic values. Three times I have been forced to have my name registered to vote .	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
03/03/2018	Poor	Myaccount and lagan forms	i want to log in to my account but have been locked ou for some unknown reason. Alternative access routes should be identified and displayed in these cases. and a time lapsed reboot permitted too.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login</a>
03/03/2018	Poor	Search	No pictures of the property.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Eden+place">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Eden+place</a>
03/03/2018	Poor	Waste & Recycling	I need the recycling bins and it doesn't give me an option to request it. it should be calculated bin bags/per house/1 collection a week.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html</a>
03/03/2018	Poor	Highways	Why can we not talk to anyone in the council about anything. No-one answers the phone or respond to emails. It is a disgrace. What do we pay our council tax for!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e25&amp;list=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e25&amp;list=true</a>
03/03/2018	Poor	Myaccount and lagan forms	not receiving email to renew the password	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
04/03/2018	Good	Myaccount and lagan forms	Easy	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
04/03/2018	Poor	Myaccount and lagan forms	My bin non-collection complaint has not been dealt with.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivitydocs.htm?d=RIAnkNWWYBBvy6Dyx6ycBp71dmdvWyr9Cxe9z/4IfU/hs2RQnYefI74Hp rugwPVOv7QZ4P88dtE57wDhLCLOQEnRazG2Om5CN5YiV4vW19x9VcLHClFeUnxAPy3UlbA1R7nrHbGtB2AW9+POVaudbPzvvgNNv+vTiKuHf1O5GvulW1hAud+bTCpnXkhFXQ5XZsgBV22AbJUHm3anOeKAYA==">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivitydocs.htm?d=RIAnkNWWYBBvy6Dyx6ycBp71dmdvWyr9Cxe9z/4IfU/hs2RQnYefI74Hp rugwPVOv7QZ4P88dtE57wDhLCLOQEnRazG2Om5CN5YiV4vW19x9VcLHClFeUnxAPy3UlbA1R7nrHbGtB2AW9+POVaudbPzvvgNNv+vTiKuHf1O5GvulW1hAud+bTCpnXkhFXQ5XZsgBV22AbJUHm3anOeKAYA==</a>
04/03/2018	Poor	Myaccount and lagan forms	The wrong dates were returned. It states bin collection is on a Wednesday when it is actually on a Friday. It also failed to list green bin collection dates.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
04/03/2018	Average	Waste & Recycling	I was unable to find out when my green bin collection day is.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>

04/03/2018	Poor	Myaccount and lagan forms	Search Address button - Click required. What the hell does that mean? I can't send my Fix my Street comment because i don't understand this jargon	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>
04/03/2018	Average	Libraries	Aya	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
04/03/2018	Poor	Parks	I wanted to book a sports court in Cherry Tree Wood but there is no obvious link to book or info on how to enquire.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aeb&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aeb&amp;view=true</a>
04/03/2018	Poor	Myaccount and lagan forms	Submit button is greyed out. Wasting my time.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>
04/03/2018	Poor	Myaccount and lagan forms	The form asks if the bin is at my address, but if the yes box is ticked there is no opportunity to enter the address and the form then rejects the submission because there is no address. To complete the submission No has to be entered even if this is incorrect, a classic Catch 22!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTR EPORT&amp;nextSection=Y</a>
04/03/2018	Poor	Waste & Recycling	I was directed here to find my bin collection day but not relevant	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste</a>
04/03/2018	Poor	Myaccount and lagan forms	Other options please	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/loginpromotermsandconditions.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/loginpromotermsandconditions.htm</a>
04/03/2018	Poor	Myaccount and lagan forms	Doesn't work ! Fed up of it	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN</a>
04/03/2018	Poor	Uncategorised	It's virtually impossible to find anything without clicking about nine or ten times. An intuitive website would require no more than four clicks to find the information you need .	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories">https://www.barnet.gov.uk/citizen-home/directories</a>
04/03/2018	Poor	News	How can the North Finchley plans get the go ahead, when 100s of residents in and around North Finchley opposed it!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/North-Finchley-development-given-the-go-ahead.html">https://www.barnet.gov.uk/citizen-home/news/North-Finchley-development-given-the-go-ahead.html</a>
04/03/2018	Good	Waste & Recycling	Your website is very informative and contains the information I wanted. Keep up the good work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
04/03/2018	Poor	Myaccount and lagan forms	It should be possible to add comments or more information on items not yet completed.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm</a>

04/03/2018	Good	Myaccount and lagan forms	Yo	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm</a>
05/03/2018	Average	Children's Services	No option to enter overseas address. No option to email a real person	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c</a>
05/03/2018	Average	News	Still not clear if our brown bins will be collected after postponement due to snow. Putting bin out daily, perhaps unnecessarily, with risk of foxes getting to it etc. Site indicatef collection instead of green bins at the end of last week. Didn't happen.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html">https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html</a>
05/03/2018	Poor	Public health	Hello I am contacting you on behalf of the CEO of Inclusion Barnet. Inclusion Barnet was formerly known as BCIL, however BCIL no longer exists. Please remove this page from your directory. Many thanks	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c28725850d0">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c28725850d0</a>
05/03/2018	Poor	Public health	Hello I am contacting you on behalf of the CEO of Inclusion Barnet. It was formerly known as BCIL, but BCIL no longer exists. Please remove this page Best	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c28725850d0">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c28725850d0</a>
05/03/2018	Poor	Waste & Recycling	So difficult to find info about how to report a missed bin - something so straightforward should be easy and obvious. Nobody answers the phone either.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html</a>
05/03/2018	Poor	Myaccount and lagan forms	Incorrect data, Collection dates and days not correct. This has not been correct now since December 2017	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>

05/03/2018	Poor	Housing and Community	Hello I am contacting you on behalf of the CEO of Inclusion Barnet. This webpage needs updating as it features some incorrect information. Please see correct information below and update it for us. Thank you! Address Independent Living Centre, c/o ****t & S***** Email info@***** Description Inclusion Barnet is an independent user-led organisation that exists to promote independent living so that disabled people can have choice and control over the way they live their lives. They are experts in harnessing lived experience to design and deliver services which meet the needs of disabled people, and in supporting other organisations to do the same.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854184ae7c2872585d6f&amp;directoryRecordId=583c863e84ae1d37a64232e0&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854184ae7c2872585d6f&amp;directoryRecordId=583c863e84ae1d37a64232e0&amp;view=true</a>
05/03/2018	Poor	Children's Services	make it more simple	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families.html</a>
05/03/2018	Poor	Myaccount and lagan forms	I'm filling in required information and it's saying error.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
05/03/2018	Poor	Search	Did not give me the simple answer I was looking for	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&amp;keywords=COUNCIL+tax+REBATE+And+DISCOUNT+">https://barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&amp;keywords=COUNCIL+tax+REBATE+And+DISCOUNT+</a>
05/03/2018	Poor	Planning & Building Control	A whole map would be better - it's so difficult to find out whether my property is within a conservation area.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html</a>
05/03/2018	Poor	Environmental Health & Trading Standards	AWFUL	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Environmental Health & Trading Standards team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership/first-steps.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership/first-steps.html</a>
05/03/2018	Average	Schools Information	Unclear about sickness.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/attendance-at-school.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/attendance-at-school.html</a>
05/03/2018	Poor	Myaccount and lagan forms	Not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
05/03/2018	Poor	Libraries	It never ever works, I try to renew my library books online often and it just does not work. Please fix it as I cannot always get to the library.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
06/03/2018	Poor	Council and Democracy	Daft mapping of the northern edge	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58&amp;directoryRecordId=54e3854184ae7c2872585d64">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58&amp;directoryRecordId=54e3854184ae7c2872585d64</a>

06/03/2018	Poor	Council and Democracy	We have always voted by post. when I emailed ero yesterday they sent me email back with links to vote by post. it comes up as there is no such page on the web. When is Barnet Council going to get things right. Even in general elections our papers have been going to another Flat. Emailed umpteenth times and phoned, still same mistakes happen. Not very happy with services of Electoral services North London Business Park.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting/postal-vote.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting/postal-vote.html</a>
06/03/2018	Poor	Waste & Recycling	Waste collectors are untrained, and are causing road traffic hazards. I want to send a photo to illustrate	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html</a>
06/03/2018	Poor	Children's Services	terrible	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/uk-youth-parliament.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/uk-youth-parliament.html</a>
06/03/2018	Average	Children's Services	I still cant work out how to print the referral	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
06/03/2018	Poor	Council and Democracy	easy to follow and full of information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
06/03/2018	Poor	Myaccount and lagan forms	i tried to log in for council tax online and it wouldn't accept it. I'm fuming....	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
06/03/2018	Poor	Council Tax and Benefits	Try to fill form /moving home/ couple of times, but my address was reject. No tel number to contact you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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=cf44be20-9421-4a0c-a62c-6afcb39d852d">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=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
06/03/2018	Poor	Council and Democracy	Where the hell is parking located?!!?!?!?!?!?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/hendon-town-hall.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/hendon-town-hall.html</a>
06/03/2018	Poor	Myaccount and lagan forms	Would not submit my request	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRPORT&amp;nextSection=Y</a>

06/03/2018	Poor	Myaccount and lagan forms	Very deceptive! Thought my balance was ZERO!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
06/03/2018	Good	Search	lovely	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
06/03/2018	Poor	Myaccount and lagan forms	I normally have no difficulty providing a password. I tried twice here and was rejected both times.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
06/03/2018	Poor	Schools Information	Idc	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions</a>
06/03/2018	Poor	Myaccount and lagan forms	I STILL cannot register as my address does Not appear here: N** 9** = ** W**** ****e! Please fix this and advise me! I have been waiting over a month now. D*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s2">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s2</a>
06/03/2018	Poor	Council Tax and Benefits	I don't want you to share any of my details with anyone, unless I explicitly authorised you to do so. No sharing at any kind at all.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
06/03/2018	Poor	Council and Democracy	why keep asking for email address when I have typed it in 4 times already	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
06/03/2018	Poor	Council Tax and Benefits	I can't seem to pay my council tax. I can put my details in and amount I want to pay but when pressing 'next ' it always says 'Error...unavailable at the moment ". Been trying for 2 weeks with same problem.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1558453660.1514970830">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1558453660.1514970830</a>
07/03/2018	Poor	Council and Democracy	Contact telephone should be visible on pages.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
07/03/2018	Poor	Uncategorised	There is no option to raise a complaint against the council services. There is one about complaining about family services but not about raising complaints on services that council provides.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/popular/c">https://www.barnet.gov.uk/citizen-home/popular/c</a>
07/03/2018	Poor	Libraries	The link to renew your books online did not work.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>

07/03/2018	Poor	Myaccount and lagan forms	cannot see any council tax account details, ie payments made or amount outstanding	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
07/03/2018	Good	News	It is useful to see this clearly stated even though the suspension is now ended.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html">https://barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html</a>
07/03/2018	Poor	Council and Democracy	no general enquiry number, just a machine, no operator option to actually talk to!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a>
07/03/2018	Poor	Myaccount and lagan forms	Unable to login, password reset doesn't work. No contact us page for technical issues	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login</a>
07/03/2018	Poor	Myaccount and lagan forms	nothing working on website for a months	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
07/03/2018	Average	Waste & Recycling	On phone now saying that we have to pay for it cause Ur bin men lost it cause there's no report	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html</a>
07/03/2018	Poor	News	I just want to know the last date green bin collection in ha8ojg	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html">https://www.barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html</a>
07/03/2018	Average	Parking	test	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html</a>
07/03/2018	Poor	Highways	you need a map to navigate around barnet council's website...nothing is simple with it	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html</a>
07/03/2018	Poor	Council Tax and Benefits	saying 0 payment due when in fact i have 152? to pay off . this is absolute bullshit because you've now sent me a letter to say im falling behind on payment . Fix this page and update it properly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1334357932.1518694168">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1334357932.1518694168</a>
07/03/2018	Poor	Myaccount and lagan forms	reactivate	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;flowExecutionKey=e1s1">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;flowExecutionKey=e1s1</a>
07/03/2018	Average	Myaccount and lagan forms	it was quite hard to find the green bin collection dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>

07/03/2018	Poor	Myaccount and lagan forms	I want to order a brown bin as the dustbin men have thrown mine about so much it has cracked. I do not want an account I just want to order a bin but it doesn't make it clear what I am ordering	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;section=BNT_Personal+-+BNTNEWBIN">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;section=BNT_Personal+-+BNTNEWBIN</a>
07/03/2018	Poor	Council and Democracy	At least add a search option	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
07/03/2018	Poor	Children's Services	the time out facility is really unhelpful	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
07/03/2018	Good	Council and Democracy	I think it is okay because I managed to get and do what I intended to do. It was straight forward but with few options none specific to the inquiry .	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
08/03/2018	Poor	Housing and Community	It was linked from Google to shared ownership but doesn't have any details or ongoing links.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849c1&amp;directoryRecordId=54e3852a84ae7c28725849cb&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849c1&amp;directoryRecordId=54e3852a84ae7c28725849cb&amp;view=true</a>
08/03/2018	Poor	Myaccount and lagan forms	Collection date has not been shown for some weeks - this is clearly out of order and should be updated	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
08/03/2018	Average	Council Tax and Benefits	Tricky on the address section	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
08/03/2018	Poor	Council Tax and Benefits	Timing out in 20 minutes and having to start again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
08/03/2018	Poor	Myaccount and lagan forms	No update about the missed bin collection	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/myactivity.htm</a>
08/03/2018	Poor	Council and Democracy	Not helpful at all!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>



08/03/2018	Poor	Planning & Building Control	N	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/supplementary-planning-documents/sustainable-design-and-construction.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/supplementary-planning-documents/sustainable-design-and-construction.html</a>
08/03/2018	Poor	Adults and Communities	longer time to fill ot the form.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communités team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca">https://barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca</a>
08/03/2018	Good	Council Tax and Benefits	very quick and simple to use	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
08/03/2018	Poor	Parking	i need to buy perking permit and my postcode can't find it . i got yellow tickets . i called CPM they can't help me too . So i am not deserve for perking space living in N***BL and pay a lots penalty fine .	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html</a>
08/03/2018	Good	Libraries	n/a	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956">https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956</a>
08/03/2018	Poor	Myaccount and lagan forms	it has taken me over 2 hours to email a complaint on my bins not collected. First I got to a page in which I could type out my complaint and then I got timed out and had to restart the process. I could not find the page for my complaint and was forced to register myself before I continued. The page which I got directed to only allowed 500 characters which limited my explanation. I had only taken to emailing the complaint because I could not get through on the phone or rather the inhuman phone kept directing me to another number.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm</a>
08/03/2018	Poor	Myaccount and lagan forms	As far as I can see, to contact the department about replacement bins, I must open an account. I don't an account. I just want to let you know that my bins have been damaged by the refuse collectors.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm</a>
08/03/2018	Good	Libraries	Very user friendly.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html</a>

09/03/2018	Poor	Myaccount and lagan forms	Didn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
09/03/2018	Poor	Council and Democracy	website is too slow and sometimes doesn't work!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html</a>
09/03/2018	Poor	Myaccount and lagan forms	page doesn't load or allow a complaint to be made	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?ResumeAppRef=nLB5r9Pr1BzTLkG9tFEPGQ==&amp;con=1">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?ResumeAppRef=nLB5r9Pr1BzTLkG9tFEPGQ==&amp;con=1</a>
09/03/2018	Poor	Libraries	Unable to search the catalogue	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
09/03/2018	Poor	Libraries	doesn't connect then times out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1613103970.1520589182">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1613103970.1520589182</a>
09/03/2018	Poor	Myaccount and lagan forms	I have just reset my password and got this message Invalid Email address/Password supplied	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login</a>
09/03/2018	Poor	Search	You don't answer the search	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=50&amp;keywords=Are+we+a+smokeless+zone+if+so+what+are+the+regulations">https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=50&amp;keywords=Are+we+a+smokeless+zone+if+so+what+are+the+regulations</a>
09/03/2018	Good	Council Tax and Benefits	Because it was easy	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
09/03/2018	Poor	Children's Services	too much to say and too frustrated as it is - it is also asking me to correct my date of birth! Think i know when i was born!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Application-for-a-chaperone-licence/2-Your-details.html?mgnlFormToken=f45ef285-5d67-4c0b-8c97-55c95e02b947">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Application-for-a-chaperone-licence/2-Your-details.html?mgnlFormToken=f45ef285-5d67-4c0b-8c97-55c95e02b947</a>
09/03/2018	Poor	Council Tax and Benefits	really hard to find information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
09/03/2018	Poor	Children's Services	pathetic!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Application-for-a-chaperone-licence.html?mgnlFormToken=f45ef285-5d67-4c0b-8c97-55c95e02b947">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Application-for-a-chaperone-licence.html?mgnlFormToken=f45ef285-5d67-4c0b-8c97-55c95e02b947</a>

09/03/2018	Good	Adults and Communities	Very easy and useful to follow	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f</a>
09/03/2018	Average	Council and Democracy	Why am I going around in circles....poor entry form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
09/03/2018	Poor	Council and Democracy	System has again taken me around in circles and now booted me out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/19-Highways--environment--recycling---waste-complaint.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/19-Highways--environment--recycling---waste-complaint.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
09/03/2018	Poor	Myaccount and lagan forms	What happened to the calendar that told me when my bins would be collected? This page doesn't tell me when my green bin will be collected. Bring back the calendar, it was much better.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
09/03/2018	Poor	Council and Democracy	I can't find the information I'm looking for	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
09/03/2018	Poor	Myaccount and lagan forms	It tells me it can give me my bin collection days but after I enter my address it says it can't - N** 4** - a Barnet address (Mill Hill)	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
09/03/2018	Good	Adults and Communities	Although the page didn't give the information I needed, it did give the number I could ring. It could be helpful if you mentioned discretionary Freedom Travel Passes on this page.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/connected-and-well/transport/freedom-pass.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/connected-and-well/transport/freedom-pass.html</a>
09/03/2018	Poor	Myaccount and lagan forms	Go back to how you displayed collection dates last year	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
09/03/2018	Poor	Children's Services	Too little information on activities Hard to navigate when unsure what to look for	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/finchley-young-people-s-activity-centre.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/finchley-young-people-s-activity-centre.html</a>
09/03/2018	Poor	Myaccount and lagan forms	Slow and difficult to use plus it wouldn't submit a problem report	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>

10/03/2018	Good	Schools Information	Nothing	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/school-admissions-terms-and-conditions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/school-admissions-terms-and-conditions.html</a>
10/03/2018	Poor	Myaccount and lagan forms	The green bin waste collection dates for my address is incorrect and has been out of sync with actual collections since Christmas	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
10/03/2018	Poor	Waste & Recycling	I'm trying to find the dyte of the next scheduled green bin collection date. Been looking for 20 minutes now and still nothing found - except it?s collected every two weeks! I already know that but when?s the next date of 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
10/03/2018	Good	Parks	Really helpful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584aa3">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584aa3</a>
10/03/2018	Poor	Myaccount and lagan forms	No information provided about dates of green bin collection.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
10/03/2018	Poor	Myaccount and lagan forms	I am currently logged in and you have my address details. Why do I need to input my postcode and find my address in order to find out my bin collection dates? Just automatically show me the dates for the address registered to my account.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
10/03/2018	Good	News	Just Barnet needs	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/news/West-London-Orbital-Railway-.html">https://www.barnet.gov.uk/citizen-home/news/West-London-Orbital-Railway-.html</a>
10/03/2018	Poor	Council Tax and Benefits	form was unavailable to use on a Saturday - prime time for consumers to catch-up!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
10/03/2018	Poor	Search	I have tried a few of the links in this page and none of them work.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Strategic+Director+of+Environment">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Strategic+Director+of+Environment</a>
10/03/2018	Poor	Myaccount and lagan forms	Found it impossible to renew my Saracens Parking permit. Will call us instead.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>

10/03/2018	Poor	Myaccount and lagan forms	This is the second time I have attempted to complete the form but it when submit is pressed it reports server unavailable or moved. Extremely frustrating considering how much time and effort has gone into reporting the problem!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&amp;nextSection=Y</a>
10/03/2018	Poor	Myaccount and lagan forms	There is no login	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s3">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s3</a>
10/03/2018	Poor	Search	I am trying to submit a report about road damage. I have registered and completed all formalities only to receive (3 separate times) Then receive the message "DJ404-File or Directory not found" This is poor as I cannot phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=complain+about+website">https://www.barnet.gov.uk/citizen-home/search.html?keywords=complain+about+website</a>
10/03/2018	Good	Registrars	Base on observation online i think all is perfect and well done	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
10/03/2018	Poor	Parking	Why can't you just show a map of Barnet CPZs with colours for each CPZ? Otherwise if you want to park on a street but it's covered by a CPZ you then have to 1. Find another street nearby, 2. check if that street is also covered by a CPZ at the time you want 3. Go back to 1. and repeat ad nauseum until you find one which has a different time. For goodness sake! Just show a map with all the CPZs which you can expand to see street names, colour coded so that you can see all the CPZs superimposed. Check a few other boroughs to get the idea!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/how-cpzs-work.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/how-cpzs-work.html</a>
10/03/2018	Poor	Search	Useless.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=legal+department">https://www.barnet.gov.uk/citizen-home/search.html?keywords=legal+department</a>
10/03/2018	Poor	Council and Democracy	Other councils include full dataset - total ballots issued, voter turnout, etc.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/by-election-underhill-may-2016.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/by-election-underhill-may-2016.html</a>
11/03/2018	Poor	Myaccount and lagan forms	IS NOT USER AND FREINDLY AND CANNOT RETRIEVE MY COUNCIL TAX ACCOUNT	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>

11/03/2018	Average	Waste & Recycling	Please include what to do with torn clothes.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/clothing-and-textiles.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/clothing-and-textiles.html</a>
11/03/2018	Poor	Council and Democracy	Going round in circles trying to find an email address to contact barnet council	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a>
11/03/2018	Poor	Council Tax and Benefits	Due to maintenance this functionality is not available at this time. Please try again later Due to maintenance this functionality is not available at this time. Please try again later : OPENAccess-Live	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
12/03/2018	Poor	Myaccount and lagan forms	It states page is out of action 9-11th march, today the 12th it is still not available	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
12/03/2018	Poor	Highways	Reported car parked for 3 weeks in road as abandoned - MOT expired 18th Jan '18 and it's now 12th March '18. I was informed by this council service that because the car is taxed (until May '18) they won't / can't do anything about it and that it's a matter for the DLVA. This web page implies that no MOT is a sign of abandonment but in reality it seems it isn't, and has simply wasted my time..	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html</a>
12/03/2018	Poor	Waste & Recycling	I want to talk to someone . Your phone system does not give me the opportunity. the site is not clear about green bin waste collection and I just want to talk to someone. Absolutely impossible!!!!!!	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
12/03/2018	Good	Council Tax and Benefits	Add another contact	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
12/03/2018	Poor	Libraries	It says you can renew books online (as one could in the past before the library re-organisation), but the link does not work! When I tried to renew by phone today (12.3.18), the automatic line went round in a loop and never reached the relevant section. Please update this page, or preferably make the library services functional.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>

12/03/2018	Average	Council and Democracy	impossible to get something information to and from you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=0674c78b-4daf-4b77-bd80-439b1fb083dc">https://services-for-schools-uat.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=0674c78b-4daf-4b77-bd80-439b1fb083dc</a>
12/03/2018	Good	Schools Information	Nothing	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/school-admissions-terms-and-conditions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/school-admissions-terms-and-conditions.html</a>
12/03/2018	Average	Myaccount and lagan forms	Map is very small to work with. No back button if go down 'set up account' route then change ones mind so losing all inputs and photos so had to start again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT</a>
12/03/2018	Average	Council and Democracy	There is no obvious space to make a general complaint. None of the categories effectively covered what I wanted to say.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>
12/03/2018	Poor	Myaccount and lagan forms	I need to know my password because i forget it , the problem is that the system doesnt sending email to mai mail	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
12/03/2018	Poor	Myaccount and lagan forms	I need to cancel my barnet account but i cant sing in i dont, know why and how can i have some help please	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
12/03/2018	Poor	Myaccount and lagan forms	doesn't mention brown food bins which the collectors have damaged beyond repair	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN</a>
12/03/2018	Poor	Myaccount and lagan forms	still cant get into my library account	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myhistory.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myhistory.htm</a>
12/03/2018	Average	Council Tax and Benefits	more information needed. Phone operation times?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/barnet-crisis-fund.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/barnet-crisis-fund.html</a>
12/03/2018	Poor	Council and Democracy	Compliance with the law and governing in the interests of the whole community	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=8e39eb71-87c8-4eb0-ae1e-4c975e026af2">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=8e39eb71-87c8-4eb0-ae1e-4c975e026af2</a>
12/03/2018	Good	Myaccount and lagan forms	None	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
12/03/2018	Poor	Council and Democracy	Rubbish website, difficult to use and complete waste of council tax payers money !!!!!!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>

12/03/2018	Good	Public health	....	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/cycling.html">https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/cycling.html</a>
13/03/2018	Poor	Adults and Communities	I want to know specific care home for people with brain injury not necessarily from dementia and who have challenging behaviours	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care.html">https://www.barnet.gov.uk/citizen-home/adult-social-care.html</a>
13/03/2018	Poor	Myaccount and lagan forms	I know I am registered with Barnet EVERY SINGLE time I try and log in, it says wrong details. I KNOW THEY ARE CORRECT. I ask for a reset email, I put in my email address details (Which you have sent many emails to) AND I get no reset email TOTAL MADNESS and a complete waste of my time. All I want to do is renew my parking permit AND I CANT.....	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm</a>
13/03/2018	Poor	News	the council per se!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-Tax---no-increase-for-2018-19-.html">https://www.barnet.gov.uk/citizen-home/news/Council-Tax---no-increase-for-2018-19-.html</a>
13/03/2018	Poor	Parking	Whilst the page gives contact details, it fails to give the contact details at the council itself, presumably to ensure that noone can contact them.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html</a>
13/03/2018	Good	Council and Democracy	it worked as expected	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
13/03/2018	Poor	Schools Information	the page did not come up from the link that was provided by danegrove school to show vicinity of applications	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1</a>
13/03/2018	Good	Planning & Building Control	Allow more time to complete form or give a list of information needed at the start of application.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="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=254f8ce3-0b05-4f30-bff3-ee840b140900">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=254f8ce3-0b05-4f30-bff3-ee840b140900</a>
13/03/2018	Good	Waste & Recycling	found what i was looking for	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html</a>
13/03/2018	Poor	Libraries	I cannot renew my books online or by phone for N Finchley library. Your site is inefficient and useless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
13/03/2018	Poor	Council Tax and Benefits	after weeks of trying I'm still unable to pay my council tax online. when will this be fixed?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html</a>
13/03/2018	Poor	Parking	Everything you go around the housing	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking</a>



13/03/2018	Poor	Parking	who do we contact to explain the issue???	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>
13/03/2018	Poor	Parking	Why does it only lost 2 width restrictions in Barnet	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/driving-rules/restricted-routes-list.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/driving-rules/restricted-routes-list.html</a>
13/03/2018	Good	Myaccount and lagan forms	thank you very much,	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm</a>
13/03/2018	Poor	Parking	not clear what one has to do. i'm trying to update my profile and not getting anywyere	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking</a>
14/03/2018	Average	Children's Services	How to get of coccain by your self can you get medicatoinmto helpthank you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585791&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585791&amp;view=true</a>
14/03/2018	Good	Registrars	Email address not available?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html</a>
14/03/2018	Average	Registrars	I had to use this method as YOU DONT ANSWER THE PHONES!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
14/03/2018	Poor	Council and Democracy	i want the environmental sustainable of this park but you website don't say that all i get is direction!!!!!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/north-london-business-park-nlbp.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/north-london-business-park-nlbp.html</a>
14/03/2018	Average	Myaccount and lagan forms	Say the correct day for blue and black bins	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
14/03/2018	Poor	Waste & Recycling	I HAVE JUST SPENT HOURS FILLING MY WORKS FLATBED TRUCK WITH GARDEN WASTE FROM MY HOUSE TO GET TURNED AWAY... AS AN UNSUITABLE VEHICLE !!! I HAVE DONE THIS ONCE A YEAR FOR YEARS! WHERE DOES IT GO NOW, WORK IS WAITING FOR THEIR TRUCK TO MAKE DELIVERIES AFTER THEY WERE KIND TO LEND IT TO ME TOTAL DISGRACE AND NOT MENTIONED CLEARLY IF AT ALL ON WEBSITE HOPE I KEEP MY JOB NOW IVE HAD TO DUMP IT IN WORKS CARPARK!!!!!!!!!!!!!!	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html</a>

14/03/2018	Poor	Environmental Health & Trading Standards	Cannot clearly find landlords licensing information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Environmental Health & Trading Standards team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/landlords.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/landlords.html</a>
14/03/2018	Poor	Children's Services	Paragraphs non specific re independent provision and little help	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/specialist-education-in-the-local-offer.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/specialist-education-in-the-local-offer.html</a>
14/03/2018	Poor	Waste & Recycling	You need to have someone on the end of a phone during office hours to talk to Barnet residents about what they can and cannot recycle. The information on your website is not adequate.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html</a>
14/03/2018	Good	Search	I would suggest you issue HB forms over the phone.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/search.html?keywords=">https://barnet.gov.uk/citizen-home/search.html?keywords=</a>
14/03/2018	Good	Search	HB forms should be available over the phone.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/search.html?keywords=">https://barnet.gov.uk/citizen-home/search.html?keywords=</a>
14/03/2018	Poor	Myaccount and lagan forms	It rejects my correct PIN. Sometimes clicking (Add Permit) does nothing.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>
14/03/2018	Poor	Search	a simple question was asked but not answed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=how+much+notice+do+we+have+to+give+regarding+tenancy+when+the+tenant+has+died&amp;resultsPerPage=10&amp;page=1">https://www.barnet.gov.uk/citizen-home/search.html?keywords=how+much+notice+do+we+have+to+give+regarding+tenancy+when+the+tenant+has+died&amp;resultsPerPage=10&amp;page=1</a>
14/03/2018	Average	Waste & Recycling	I wanted to know when my bin would be collected as there was a wholesale issue in the road. You could have put up a memo saying when the collection would be rescheduled. Instead I had. To waste everyone?s time by phoning. As the whole street is affected and many would have phoned you it was awaste A All round	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
14/03/2018	Poor	Myaccount and lagan forms	I am tryijg to log in to leave message .I stumbled onto this page,unresponsive when I enter Ref..	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=b62869bf7e40704b">https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=b62869bf7e40704b</a>
14/03/2018	Average	Schools Information	It shows a list of schools and but schools are missing. There's NO reason given for that - maybe a explanation can be given on the page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/3-Appeal-Details.html?mgnlFormToken=3fb65dbd-b8f8-488f-97f1-8776969f6696">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/3-Appeal-Details.html?mgnlFormToken=3fb65dbd-b8f8-488f-97f1-8776969f6696</a>
14/03/2018	Poor	Myaccount and lagan forms	It is very difficult to find the exact type of problem I need to report as your lists never seem to fit the issue	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT</a>

15/03/2018	Poor	Myaccount and lagan forms	B***** c**** site		<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT</a>
15/03/2018	Poor	Libraries	This information is insufficientuser friendly. I can't find the opening hours of the library or the events for children only. A filter should be available to select what we are looking for. Thanks	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/colindale.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/colindale.html</a>
15/03/2018	Poor	Myaccount and lagan forms	My report is marked as completed but there is no additional information. I reported a missed bin collection and the bin still hasn't been collected so I am curious as to what ?completed? actually means.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm</a>
15/03/2018	Good	Parks	A clear straight forward process.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/email-receipt.html?mgnlFormToken=c95833c1-0cf3-45af-82e9-1f835a88b190">https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/email-receipt.html?mgnlFormToken=c95833c1-0cf3-45af-82e9-1f835a88b190</a>
15/03/2018	Poor	Adults and Communities	The page is out of date. I'm viewing on 15th March.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communités team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/have-your-say/Current-opportunities-to-get-involved.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/have-your-say/Current-opportunities-to-get-involved.html</a>
15/03/2018	Poor	Myaccount and lagan forms	still unable to register... i have checked details are correct.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/03/2018	Poor	Myaccount and lagan forms	Misleading voicemail responses. Waited ages to try to speak to human to report missed bin collection for two weeks and hideous recorded music and waited ages to speak to anyone. Gave up in the end as tried to enter with my password which was correct but wouldn't connect!!!!!! this is a disgraceful way when we pay a hell of a lot in our council tax	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
15/03/2018	Poor	Council and Democracy	Unclear and convoluted search portal.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
15/03/2018	Poor	Waste & Recycling	i cannot find where i can report a missed green bin collection. i have tried to call but am told on the automated machine to go to the website. The website does not provide that option?	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
15/03/2018	Poor	Myaccount and lagan forms	Database does not work. I get the following message: We cannot find the bin collection days for the entered address. For information on your bin collection, please contact us on 020 8359 4600. Monday to Thursday from 9am to 5.15pm Friday from 9am to 5pm	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRCOLDAT</a>

15/03/2018	Poor	Myaccount and lagan forms	Unable to register.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s1">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s1</a>
15/03/2018	Poor	Council and Democracy	by sending me details to my email-how to access this site in furture	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
15/03/2018	Average	Parking	Nothing about parking for electric vehicles from outside Barnet.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking</a>
15/03/2018	Poor	Myaccount and lagan forms	;-(	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequest.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequest.htm</a>
15/03/2018	Poor	Myaccount and lagan forms	Unable to change pay by phone registration details	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e2s5">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e2s5</a>
15/03/2018	Good	Registrars	This was helpful but when I called to book appointment to register death was told I or my partner (son of the deceased need ID it not noted on the information given on the we site.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/tell-us-once.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/tell-us-once.html</a>
15/03/2018	Poor	Children's Services	hahahahah	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c2872585909">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c2872585909</a>
15/03/2018	Poor	Schools Information	The interactive map wouldn't let me search by my postcode/street	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;list=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;list=true</a>
15/03/2018	Poor	News	Do Crapita only carry out enforcement notices in Hampstead Garden Suburb? What about everywhere else?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/news/Resident-fined-more-than--50-000-for-illegal-extensions-.html">https://barnet.gov.uk/citizen-home/news/Resident-fined-more-than--50-000-for-illegal-extensions-.html</a>
15/03/2018	Poor	Myaccount and lagan forms	You need to have information much more clearly and logically arranged on your first page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/loginmandatorytermsandconditions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/loginmandatorytermsandconditions.htm</a>
16/03/2018	Good	Myaccount and lagan forms	Good to have a calander page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Waste & Recycling	where is the 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>

16/03/2018	Poor	Council and Democracy	Looking for a phone number!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
16/03/2018	Poor	Waste & Recycling	Requested time for green bin collections, didn't get info.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
16/03/2018	Poor	Planning & Building Control	It is not easy to find information here	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/local-plan---core-strategy-dpd/adopted-local-plan---core-strategy-dpd.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/local-plan---core-strategy-dpd/adopted-local-plan---core-strategy-dpd.html</a>
16/03/2018	Poor	Myaccount and lagan forms	why make reporting potholes so complex	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
16/03/2018	Average	Waste & Recycling	Too long and needs to be more concise and not so much repetition	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/email-receipt.html?mgnlFormToken=8a92fe44-32a8-4ee6-a48c-44fd8b602b61">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/email-receipt.html?mgnlFormToken=8a92fe44-32a8-4ee6-a48c-44fd8b602b61</a>
16/03/2018	Poor	Waste & Recycling	Can't find green bin collection day.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html</a>
16/03/2018	Poor	Myaccount and lagan forms	I have said that my bin will be replaced for free because the collection crew lost it However, this site still insists that I pay, before my bin is ordered This is unacceptable	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y</a>
16/03/2018	Poor	Waste & Recycling	doesn't give bin collection dates	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
16/03/2018	Average	Myaccount and lagan forms	Not very helpful	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
16/03/2018	Poor	Council and Democracy	Subjects for complaints on this website are too specific and doesn't represent other types of problems that Barnet Council are responsible for.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html</a>
16/03/2018	Poor	Myaccount and lagan forms	Wrong dates returned. No mention of green bin collection dates.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>

16/03/2018	Poor	Planning & Building Control	"search for a planning application" is not easily found	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html</a>
16/03/2018	Average	Myaccount and lagan forms	Cannot see the relevance of having to select address when I have entered the post code.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Waste & Recycling	Postcode search didn't work for collection day so we couldn't check the green bin collection day :(	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
16/03/2018	Poor	Myaccount and lagan forms	Post code search not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Myaccount and lagan forms	My postcode was not recognised	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Myaccount and lagan forms	Postcode N** 0** says it does not exist - funny but my Council Tax bill gets here OK This has been like this for months - useless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Waste & Recycling	Unable to find address from post code	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
16/03/2018	Poor	Myaccount and lagan forms	This explanation gives no indication of when the "two weeks" finishes or starts. Tool also fails to recognise our address - I assume because it has been disabled. Why not simply update it with the revised dates ? Or are we to guess then the bins will be collected. Since our address does not appear to exist, does this equally mean no council tax is due at this address ?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Myaccount and lagan forms	It says my post code can't be found	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
16/03/2018	Poor	Myaccount and lagan forms	Did not recognise my post code n** 5**	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
17/03/2018	Poor	Business	so much space left blank on the website page where useful information could be given	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/business/business-rates/valuation.html">https://barnet.gov.uk/citizen-home/business/business-rates/valuation.html</a>
17/03/2018	Poor	Myaccount and lagan forms	Make it easier to get on the website don't want to spend ages logging in and providing endless information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm</a>
17/03/2018	Average	Myaccount and lagan forms	last year I was able to access a complete schedule for the year of green bin collection. I cannot find anywhere on the site which has this schedule.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>

17/03/2018	Poor	Myaccount and lagan forms	could not get the answer	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
17/03/2018	Poor	Myaccount and lagan forms	Reinstate yearly calendar for bin collection dates it was much more user friendly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
17/03/2018	Poor	Council Tax and Benefits	Moving out of Barnet doesn't mean that you have to sell your house.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
17/03/2018	Good	Myaccount and lagan forms	Difficult to get to on google, otherwise, very simple to use and correct information - to boot.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
17/03/2018	Poor	Libraries	Website no working. Unable to renew the books. Will be charged	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
17/03/2018	Poor	Council and Democracy	Useless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
17/03/2018	Poor	Search	there should be one only not 9000 + answers to a specific reference	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=18/0659/FULL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=18/0659/FULL</a>
17/03/2018	Poor	Business	I want to ask a question not report an incident	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/3-Incident-details.html?mgnlFormToken=38a667e3-856c-4a28-a035-bfca565422ec">https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/3-Incident-details.html?mgnlFormToken=38a667e3-856c-4a28-a035-bfca565422ec</a>
17/03/2018	Poor	Search	It is impossible to get a straight bit of information unless you scroll up and down relentlessly wasting time looking for Data which should be visible straight away For example green bin collection dates A useless impossible task . As it is now impossible to actually talk to someone perhaps you could make your website and information easily accessible. Surely it's not rocket science	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Green+bin+collection+dates&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=downloads">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Green+bin+collection+dates&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=downloads</a>
17/03/2018	Poor	Myaccount and lagan forms	does anything EVER work, or are the "errors" just a way of avoiding dealing with Barnet Council's terrible service?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
17/03/2018	Poor	Council and Democracy	if you are going to insist on a specific format for the date then PROVIDE THE CORRECT FORMAT. or is this just another attempt at blocking residents from getting what they want?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>

17/03/2018	Poor	Myaccount and lagan forms	A complete waste of time! regardless of whether one has registered, confirmed the account and carried out all the procedure, one cannot access/see the history of usage basic services such as council tax payments!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm</a>
17/03/2018	Poor	Parking	where is the CPZ map? I cannot find where parking zones are e.g. zone a,b,c,d..etc the map does not show parking zones	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html</a>
18/03/2018	Poor	Myaccount and lagan forms	I clicked a link to `view` a request/problem I'd reported and got this.That doesn't tell me much!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivitydocs.htm?d=RiANkNWWYBBvy6Dyx6ycBp71dmdvWyr9Cxe9z/4IfU/hs2RQnYefl74HprugwPVOv7QZ4P88dtE57wDhLCLOQEnRazG2Om5CN5YiV4vW19wul+QfQVypnlzAcrSHWE2lrOVvwxCXefEjmMDlrcjE49K12diaRVFhYChcTnRiioDnp5g/Fan5CiU4u7JoyWoc5EFWQwgSWnW8avqlwc/wVg==">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivitydocs.htm?d=RiANkNWWYBBvy6Dyx6ycBp71dmdvWyr9Cxe9z/4IfU/hs2RQnYefl74HprugwPVOv7QZ4P88dtE57wDhLCLOQEnRazG2Om5CN5YiV4vW19wul+QfQVypnlzAcrSHWE2lrOVvwxCXefEjmMDlrcjE49K12diaRVFhYChcTnRiioDnp5g/Fan5CiU4u7JoyWoc5EFWQwgSWnW8avqlwc/wVg==</a>
18/03/2018	Good	Council and Democracy	Complaint form works well	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
18/03/2018	Poor	Libraries	Much user friendly search interface with other libraries	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1879255228.1518037104">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1879255228.1518037104</a>
18/03/2018	Poor	Highways	The link doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/flytipping-in-barnet.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/flytipping-in-barnet.html</a>
18/03/2018	Poor	Registrars	The website said the service is available on sundays till 1pm but this appears to be incorrect as the number supplied does not answer	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html</a>
18/03/2018	Poor	Waste & Recycling	There is no means of contacting the council re missed bin collection - where this option is indicated 'error no page found' comes up on screen. I need an email address to write to as, yet again, my bin was not emptied	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
18/03/2018	Poor	Highways	Link to report flytipping not working, an don't tell me it's cos of the cold weather	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/flytipping-in-barnet.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/flytipping-in-barnet.html</a>
18/03/2018	Poor	Myaccount and lagan forms	i work for the police ,, need to report a dangerous pothole on the borough cant get through on the tel phone, told i can do this on line , only to find i have to register to do so ! DAFT	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm</a>



18/03/2018	Poor	Children's Services	RUBBISH!!!!!!!!!!!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c</a>
18/03/2018	Poor	Parking	website does not seem to support second permit application (for second car)	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html</a>
18/03/2018	Poor	Adults and Communities	lay out the documentation at the outset clearly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca</a>
18/03/2018	Good	Adults and Communities	very helpful	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care.html">https://www.barnet.gov.uk/citizen-home/adult-social-care.html</a>
18/03/2018	Average	Council and Democracy	I want to book a party here but it has really brief descriptions about this place	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bd2&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bd2&amp;view=true</a>
19/03/2018	Poor	Schools Information	NOT UP TO DATE AGAIN!!!!!! LESS THAN USELESS AT THE MOMENT AND VERY FRUSTRATING!!!!!!- AT LEAST PROVIDE SOME INFORMATION ABOUT WHEN IT WILL BE UPDATED.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
19/03/2018	Poor	Schools Information	It's out of date.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html</a>
19/03/2018	Poor	Myaccount and lagan forms	The website makes it difficult/impossible to order clear plastic recycling bags. I had to speak to someone by phone in the end and still the promised bags weren't delivered so I now cannot recycle waste at all.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN</a>
19/03/2018	Poor	Waste & Recycling	How do I order clear recycling sacks? I'm fed up with trying to do so online and I've been cut off when trying to do so by phone.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html</a>
19/03/2018	Poor	Council Tax and Benefits	does not say whether landlord or tenant Whose details?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>

19/03/2018	Poor	Myaccount and lagan forms	The user portal is absolutely useless. Can't show me bills like every other council and there's nothing of any use on it. Why would anyone need to see a history of all the times they'd logged into it? I would just like to find out how much I owe for council tax as with Barnet Council I can never be sure how much I'm supposed to pay	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myhistory.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myhistory.htm</a>
19/03/2018	Poor	Council and Democracy	No info on GDPR and how that will affect SAR's.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/data-protection-and-freedom-of-information/data-protection-act.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/data-protection-and-freedom-of-information/data-protection-act.html</a>
19/03/2018	Poor	Myaccount and lagan forms	unable to activate account.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
19/03/2018	Good	Children's Services	Put	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering.html</a>
19/03/2018	Average	Myaccount and lagan forms	Was confused following it and person on the phone not very friendly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
19/03/2018	Poor	Parking	not easy at all to work around this site. I'm going from one phone number to another it needs to be straight forward. I only want parking vouchers for visitors and I've spent an hour on this already!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html</a>
19/03/2018	Poor	Council Tax and Benefits	I cannot give you a date of completion as I have owned the property into which I am moving for about 18 years but have been renting it out until now.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/4-Details-about-your-move---own.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/4-Details-about-your-move---own.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
19/03/2018	Poor	Search	How many hours does one have to allow in order to see a planning application????	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Rearof+18+Maxwelton.+Lose,+NW7+3NA&amp;resultsPerPage=10&amp;page=9">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Rearof+18+Maxwelton.+Lose,+NW7+3NA&amp;resultsPerPage=10&amp;page=9</a>
19/03/2018	Poor	Myaccount and lagan forms	I cannot use your website it is poor! It does not allow me to properly list dangerous pot holes in at least 6 of your roads! I have had to have a new tyre and a repaired alloy wheel due to these holes which you ignore!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>

19/03/2018	Poor	Planning & Building Control	can't download documents all in one	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="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">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</a>
19/03/2018	Poor	Waste & Recycling	I wanted to order a brown recycling bin that has got 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
19/03/2018	Average	Highways	Need to know if overnight parking is permitted	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584df2&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584df2&amp;view=true</a>
19/03/2018	Good	Planning & Building Control	The Building Regulation application process was simple enough, but I had expected, having logged on to the Barnet website, that my details would be automatically uplifted into the Agent fields.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=37efdf13-e957-4c58-9461-929102fee85b">https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=37efdf13-e957-4c58-9461-929102fee85b</a>
19/03/2018	Poor	Libraries	Building works 2016 to Jan 2017 must be complete!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/libraries/find-your-local-library/mill-hill.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/libraries/find-your-local-library/mill-hill.html</a>
19/03/2018	Poor	Planning & Building Control	I still can't see the application form !!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html</a>
19/03/2018	Poor	Planning & Building Control	The web page sages form, but there is no form ?!?!?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html</a>
19/03/2018	Poor	Council Tax and Benefits	Address in overseas country cannot be provided	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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=cf44be20-9421-4a0c-a62c-6afcb39d852d">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=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
19/03/2018	Poor	Libraries	No	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=136943849.1521488894">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=136943849.1521488894</a>

19/03/2018	Poor	Myaccount and lagan forms	NO ONE HAS EVEN LOOKED AT MY CASE! NO ONE IS CHECKING THE WEBSITE!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm</a>
19/03/2018	Poor	Myaccount and lagan forms	Does not say when my green bin day is	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
20/03/2018	Good	Registrars	Nationality Checking Service could you open office from 7.00 please.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
20/03/2018	Good	Registrars	I haven't went through the site, I guess because it's well designed.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html">https://barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html</a>
20/03/2018	Average	Myaccount and lagan forms	I still don't know what I'm able to order	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y</a>
20/03/2018	Poor	Myaccount and lagan forms	I simply want to report a road problem. Fix my Street is so much better but you prefer not to work with it and it now seems it is not kept up to date. Your site is too much hassle.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e1s2">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e1s2</a>
20/03/2018	Poor	Myaccount and lagan forms	Impossible to find the original page simply to report a problem. The site appears to be deliberately difficult to discourage reporting	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e1s5">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&amp;_flowExecutionKey=e1s5</a>
20/03/2018	Poor	Freedom of information	cant find what I am looking for	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/foi-requests?_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa&amp;caseDate=2018-01-09&amp;caseId=4132496">https://www.barnet.gov.uk/citizen-home/foi-requests?_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa&amp;caseDate=2018-01-09&amp;caseId=4132496</a>
20/03/2018	Poor	Parks	sorry i could not find information what i want to know	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees/tree-policy.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees/tree-policy.html</a>
20/03/2018	Average	Myaccount and lagan forms	I want a service ,to many things in the way	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
20/03/2018	Average	Myaccount and lagan forms	as above	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html">https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html</a>
20/03/2018	Good	Myaccount and lagan forms	It gave me the info I wanted	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
20/03/2018	Poor	Myaccount and lagan forms	The box is not big enough for me to detail my complaint. Too few characters	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT</a>

20/03/2018	Poor	Children's Services	I referred via this form and have heard nothing back for 2 weeks, nor have I been given contact details to follow up the referral	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Universal-Plus-Form.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Universal-Plus-Form.html</a>
20/03/2018	Poor	Council Tax and Benefits	I wrote that i am not in arrears of council tax. it only took me a few mins. to do so but you people have timed me out ! total frustration with your system.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
20/03/2018	Poor	Myaccount and lagan forms	The page us d to work and now doesn't. Why change it?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
20/03/2018	Poor	Adults and Communities	I am looking for courses in Barnet area but this page don't give any information., just for people with disabilities. .	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communités team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/employment-training.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/employment-training.html</a>
20/03/2018	Poor	Myaccount and lagan forms	it's impossible to activate my account. After 5 years in the borough and of council tax, the system cannot find my details in the database.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
20/03/2018	Poor	Myaccount and lagan forms	Doesnt tell you any dates after inputting the address	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
20/03/2018	Poor	Search	THINK YOUR SELF YOU GETTING PAY FOR THINK NO ME	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
21/03/2018	Poor	Myaccount and lagan forms	Nothing loads properly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
21/03/2018	Poor	Planning & Building Control	I cannot find an article 4 direction, and note in response to an FOI for teh same one your reply was that it available on your website. Try searching Article 4 direction + Hampstead Garden suburb and see what you find...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>
21/03/2018	Good	Uncategorised	**	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Children's Services	It is giving incorrect information to the users!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585a09">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585a09</a>
21/03/2018	Poor	Council Tax and Benefits	A bit misleading and not much info.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html</a>
21/03/2018	Good	Uncategorised	***	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>

21/03/2018	Poor	Council Tax and Benefits	I am a landlord trying to find out whether I need to register for council tax after my previous tenant has left and the property is empty. Having pressed all the right options, I am told that I have to fill in a form on-line which is not then listed (!) on the webpage and there is no option to speak to a human. Clearly Barnet do not want me to pay any council tax! GET HUMANS TO ANSWER THE PHONE!!!! PROVIDE THE SERVICE WE ARE TRYING TO PAY FOR!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
21/03/2018	Poor	Search	please update this page. Today, 21 March, some information should be available for next green bin collection date.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=green+bin+collection+date+N3+1QT">https://www.barnet.gov.uk/citizen-home/search.html?keywords=green+bin+collection+date+N3+1QT</a>
21/03/2018	Average	Uncategorised	***	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Good	Uncategorised	*****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Uncategorised	*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Myaccount and lagan forms	You just called to say this has been resolved, but it's still not activated. I will try to send an email with a screen grab showing the problem.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
21/03/2018	Poor	Myaccount and lagan forms	still problems..	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
21/03/2018	Poor	Council and Democracy	I want to ask a question and do not want to hang on the phone but the website has no facility. I want to know if professional dog walkers using Barnet parks with large numbers of dogs need a permit or licence, and what is the maximum number of dogs allowed per person (or do Barnet take no interest in this). i cannot find anything on the website.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
21/03/2018	Good	Uncategorised	Excellent	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Myaccount and lagan forms	It doesn't tell me the bin collection dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
21/03/2018	Poor	Myaccount and lagan forms	Very hard to find the specific area I'm looking for as the dashboard seems not to include clear links to them all.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Search	irrelevant answers	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=new+council+tax">https://www.barnet.gov.uk/citizen-home/search.html?keywords=new+council+tax</a>

21/03/2018	Poor	Libraries	Did not enable me to Reserve a Library Item - just kept on asking me for my approval. Useless and infuriating...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html</a>
21/03/2018	Poor	Council Tax and Benefits	update your database - my address should be on your system.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
21/03/2018	Poor	Planning & Building Control	Where is the designing housing for disability docs for Barnet?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/design-guidance.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/design-guidance.html</a>
21/03/2018	Good	Adults and Communities	Really easy to understand and is set out very well	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/keeping-safe/abuse-types.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/keeping-safe/abuse-types.html</a>
21/03/2018	Poor	Council and Democracy	Rubbish. No link foe art or events.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
21/03/2018	Poor	Myaccount and lagan forms	Easy access to order a new damaged bin	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTNEWBIN">https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTNEWBIN</a>
21/03/2018	Poor	Council and Democracy	It?s crap	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
21/03/2018	Good	Children's Services	Easy and clear to fill in	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
21/03/2018	Good	Uncategorised	****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	N/A
21/03/2018	Average	Uncategorised	***	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	N/A
21/03/2018	Poor	Uncategorised	*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	N/A
21/03/2018	Good	Uncategorised	*****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	N/A
21/03/2018	Good	Uncategorised	****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	N/A

21/03/2018	Good	Uncategorised	***	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	N/A
21/03/2018	Good	Council Tax and Benefits	Nice and easy to understand. Thank you	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/7-Declaration-Page.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/7-Declaration-Page.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
21/03/2018	Poor	Myaccount and lagan forms	Unable to set up a membership for Barnet library. Web sites do not have sufficient detailed instructions. I think I'll have to go up in person.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/registration/registrationcomplete.htm?code=93c77630b6bb285e">https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/registration/registrationcomplete.htm?code=93c77630b6bb285e</a>
21/03/2018	Poor	Council Tax and Benefits	your website is just bad. It doesn't format well on any known browser	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1876287016.1482689570">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1876287016.1482689570</a>
21/03/2018	Good	Uncategorised	****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Uncategorised	***	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Average	Uncategorised	kkkkk	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicaccesstest/selfservice/dashboard.htm</a>
21/03/2018	Poor	Myaccount and lagan forms	the collection dates published are incorrect	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
21/03/2018	Poor	Waste & Recycling	no dates for green 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
21/03/2018	Poor	Myaccount and lagan forms	I think it'd be useful if it was possible to check and make council tax payments without a council tax reference number or have a link to get it sent to you.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
21/03/2018	Poor	Myaccount and lagan forms	It is not at all clear how to renew my Saracens permit. It shows it is due for renewal, says I can renew it, then says I need scanned copies of my V5 but doesn't tell me how to upload them. So now I will need to phone. A waste of my time, as I tried several times yesterday when the system wasn't working and told me to try again later.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>



21/03/2018	Poor	News	ALL talk... streets will still be littered and rotten... too many crappy little shops now in main areas.. none of them have any standards.. all leave boxes and rotting food to get blow around.. We will never get our streets back	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-Council-is-a-glutton-for-cleaner-streets.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-Council-is-a-glutton-for-cleaner-streets.html</a>
21/03/2018	Poor	Myaccount and lagan forms	Lower the password character requirements. They're too strict. It makes it nigh on impossible to use a memorable password, and the end result is having to use the lost password reset form every single time I use the site. It defeats the purpose of there even being a password system.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
21/03/2018	Poor	Council Tax and Benefits	Please take in consideration and respond to general inquiries about concil tax. My previous one have been ignored and I received one month later a council tax invoice with the wrong name. I'm sending now a second one, hopping it will be effective.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
21/03/2018	Poor	Council Tax and Benefits	.		<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html</a>
21/03/2018	Poor	Myaccount and lagan forms	I can't even get the damned password recovery to work properly today. If I input an incorrect e-mail address it moves to the next page and tells me an e-mail has been sent. If I input the correct address, NOTHING HAPPENS. If I'm stuck unable to pay the council tax bill because the website has locked me out, you guys will have nobody to blame but yourselves.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
21/03/2018	Poor	Council Tax and Benefits	The online DD system does not recognise my name which is Van Der Neut. Bad programming.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html</a>
22/03/2018	Good	Children's Services	great page	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c</a>
22/03/2018	Poor	Myaccount and lagan forms	I cannot see my council tax payments.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
22/03/2018	Good	Council Tax and Benefits	Contact email for someone specific	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>

22/03/2018	Poor	Myaccount and lagan forms	Provide my actual council tax details opposed to links to the generic webpage. it was on here last week - payments dates etc. but no longer.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
22/03/2018	Poor	Council and Democracy	Ad dress keeps not getting acceptes	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
22/03/2018	Good	Libraries	Good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=541450264.1513688443">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=541450264.1513688443</a>
22/03/2018	Good	Council Tax and Benefits	Very easy and helpfully	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
22/03/2018	Good	Council and Democracy	Neat and tidy.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/Local-election-results-in-Barnet.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/Local-election-results-in-Barnet.html</a>
22/03/2018	Poor	Myaccount and lagan forms	THIS PAGE DOES NOT ALLOW ME TO LOG IN	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?action=login</a>
22/03/2018	Poor	Myaccount and lagan forms	Essentially, unless the concern I have aligns with what you wish to receive, I have no way of resolving the problem I have. I moved home in January - I lived in LB Barnet and notified you immediately. I moved to another home in LB Barnet and tried to register this for council tax payment. Your records showed no home at my new address - the only records i the country seemingly unable to recognise this. I have still not heard from your department as to how this has been resolved nor received the refund from my previous payments at my previous address.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
22/03/2018	Poor	Council and Democracy	At lease provide a phone number on the front page. You only have online addresses	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html</a>

22/03/2018	Poor	Parking	Enable me to reach change of vehicle page	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html</a>
22/03/2018	Good	Myaccount and lagan forms	Very Helpfull	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html</a>
22/03/2018	Poor	Myaccount and lagan forms	H0w come my email does not match if I've eceived a go ahead from this website on my email? And how on earth my address is wrong? im sorry , very tricky and difficult page to access. very disappointed. its a nonsense this !!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>
22/03/2018	Average	Public health	Delete information about an event from last year	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/cycling.html">https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/cycling.html</a>
22/03/2018	Poor	Myaccount and lagan forms	Conformation email never recivied, neither inbox or junk. also tried to reset my password, which came with the correct security question, but email never been sent. Is it Capita again?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
22/03/2018	Poor	Homepage	No phone numbers	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
22/03/2018	Good	Council Tax and Benefits	I find the website user friendly and very helpful	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
22/03/2018	Poor	Myaccount and lagan forms	Can't easily dropdown to select address. Causes the wheel of death on my laptop	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
22/03/2018	Good	Adults and Communities	Very easy to follow and well put together.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca</a>
22/03/2018	Good	Adults and Communities	Simple easy to use. Good information	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f</a>
22/03/2018	Poor	Council Tax and Benefits	vv	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>

22/03/2018	Average	Council and Democracy	I tried to reset my password. No link was sent to my email address. Therefore, I had difficulties to get in touch with the right service. I had a few messages telling me the link to reset my password would be sent to me. It hasn't reached my address. This is pretty frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
22/03/2018	Poor	Myaccount and lagan forms	Registration DOES NOT work!!!!!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login</a>
22/03/2018	Poor	Myaccount and lagan forms	Linking does not work either!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/linkaccount.htm?action=linkaccount">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/linkaccount.htm?action=linkaccount</a>
22/03/2018	Good	Adults and Communities	For more confidential and future Enquiry all recipient receipt should be In Barcode It is easy to Enquiry Regarding each particular application can easily and confidentiality.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f">https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f</a>
22/03/2018	Poor	Myaccount and lagan forms	doesn't work what a surprise	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
22/03/2018	Poor	Council and Democracy	as with all these pages they are obviously designed to get rid of people	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
22/03/2018	Poor	Myaccount and lagan forms	Fail to register my details	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
22/03/2018	Poor	Libraries	There is nothing available for children at the library in Hendon., Can't understand why.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services/under-fives.html">https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services/under-fives.html</a>
22/03/2018	Poor	Myaccount and lagan forms	Neither E** 8** nor E***** without a space was recognised as a valid post code. So I can't register...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s1">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s1</a>
22/03/2018	Poor	Council Tax and Benefits	Will not allow me to finish setting up Direct Debit for Council Tax - its prompting me to make sure account number and name is correct with a warning asterisk * but will not allow me to amend?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
22/03/2018	Poor	Myaccount and lagan forms	slow	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html</a>
22/03/2018	Poor	Myaccount and lagan forms	council tax page is blank	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>

22/03/2018	Poor	Waste & Recycling	Search for collection dates provides no options	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
22/03/2018	Poor	Adults and Communities	Keeps telling me session expired.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/1-Data-Protection.html?mgnlFormToken=9a2a5d97-6b68-4d0d-9fb2-f6882d2562b3">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/1-Data-Protection.html?mgnlFormToken=9a2a5d97-6b68-4d0d-9fb2-f6882d2562b3</a>
23/03/2018	Poor	Myaccount and lagan forms	I can't access my account. The password requirements are too strict, so I forgot the password. I made too many tries at remembering it and got locked out. Apparently the lock-out hadn't expired even a day or so later... AND to make matters worse, the password recovery process doesn't work for the correct e-mail... so I have no means of getting into my account to pay the Council Tax. In fact I'd say it is highly likely that it has been made deliberately inaccessible to stop people being able to pay their council tax on time explicitly so they can be charged more in penalties. The only alternate possibility is that whoever wrote the site is so horribly incompetent that they accidentally turned it into an inaccessible vault.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm</a>
23/03/2018	Poor	Highways	You can answer specific customer queries rather than referring them to pages that don't supply answers	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html</a>
23/03/2018	Poor	Council Tax and Benefits	The page tells me I am timed out when I haven't even started	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
23/03/2018	Poor	Council Tax and Benefits	I have tried to register a move several times on the website. I get various points and then the system tells me I have timed out even though I have only spent less than a minute on each page	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>

23/03/2018	Poor	Myaccount and lagan forms	This page does not show a correct date. It looks like 2 months ago (from mid January 2018 onwards) a food waste became once every 2 weeks. But this page continues to show a weekly collection	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
23/03/2018	Poor	Council and Democracy	The following question is formulated ambiguously: " Are you the customer? Or are you completing this form on behalf of somebody else? Yes/No" If I'm selecting Yes, am I indicating that I'm a customer or am I saying that I'm completing the form on behalf of someone else?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
23/03/2018	Poor	Council and Democracy	One might need more than 20 minutes to complete the form, also the page said that it's expired before 20 minutes has passed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
23/03/2018	Poor	Council Tax and Benefits	Several pages 'time out' and will not let you continue	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
23/03/2018	Poor	Myaccount and lagan forms	have all my details but still cant get into my acct	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
23/03/2018	Poor	Myaccount and lagan forms	Wouldn't accept my date of birth	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
23/03/2018	Poor	Council Tax and Benefits	sending me round in circles	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
23/03/2018	Poor	Council Tax and Benefits	Session times out immediately	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
23/03/2018	Poor	Council Tax and Benefits	Timed me out straight away	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>

23/03/2018	Poor	Council Tax and Benefits	Won't allow me to fill form. keeps saying session expired when i haven't even started it yet	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
23/03/2018	Poor	Homepage	needs more improvement in UX design can't find relevant information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
23/03/2018	Poor	Council Tax and Benefits	does not allow me to start form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
23/03/2018	Average	Parking	the information about if you dont have a car but rent, which permits do we use, apply for?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html</a>
23/03/2018	Poor	Council Tax and Benefits	broken links to form?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
23/03/2018	Poor	Myaccount and lagan forms	Where's the bin date calendar for 2018	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
23/03/2018	Poor	Children's Services	trying to get through to a community mental health service where there is no reply and no facility to leave a message! very poor service	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585763&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585763&amp;view=true</a>
23/03/2018	Poor	Myaccount and lagan forms	Not easy to find what i needed!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTMISSBIN">https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTMISSBIN</a>
23/03/2018	Poor	Schools Information	no answer in this number about school meals	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/free-school-meals.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/free-school-meals.html</a>
23/03/2018	Poor	Myaccount and lagan forms	Just wanted to know why my food bin was not collected today 23/3/18 post code H*** but kept getting the same form to fill out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/login.htm">https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/login.htm</a>
23/03/2018	Poor	Myaccount and lagan forms	I can't access my council tax details in a paperless way online.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>

23/03/2018	Poor	Council and Democracy	Many areas too difficult to find or not listed, search buttons required.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>
23/03/2018	Poor	Search	I want to purchase a new brown food back because mine has gone missing. None of the replies on the page acknowledged that I had asked to buy/purchase a bin	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Want+to+buy+new+brown+food+bin&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Want+to+buy+new+brown+food+bin&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages</a>
23/03/2018	Poor	Council Tax and Benefits	says you are timed out in the first 30 seconds	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
23/03/2018	Poor	Libraries	expired	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/1-Data-Protection.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956">https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/1-Data-Protection.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956</a>
23/03/2018	Poor	Council Tax and Benefits	THIS PAGE DOES NOT LET YOU START THE FORM BEFORE IT TELLS YOU THAT SESSION HAS EXPIRED AND TO START AGAIN	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
23/03/2018	Poor	Children's Services	every time I start it says session timed out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
23/03/2018	Poor	Children's Services	Timing out after 2 minute, incredibly frustrating when trying to make an urgent referral!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/3-Consent.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/3-Consent.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
23/03/2018	Good	Myaccount and lagan forms	The post code *** **T is now acceptable as valid when trying to register online. I had to type it in a second time without the space though.	Thank you for your comments	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e1s4</a>
23/03/2018	Poor	Myaccount and lagan forms	We are having some problems... I noticed and can't use your website right now.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
23/03/2018	Poor	Search	Poor website all doc out of date	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=grant+policy">https://www.barnet.gov.uk/citizen-home/search.html?keywords=grant+policy</a>



23/03/2018	Poor	Council Tax and Benefits	Not a good website. Not easy to find what you need	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
23/03/2018	Poor	Parking	PCN refers me to this site but i cannot find a section to make a representation - utterly ridiculous! About as self explanatory as the car park instructions were!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking</a>
23/03/2018	Poor	Council Tax and Benefits	shockin unhelpful website	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
23/03/2018	Poor	Myaccount and lagan forms	I cannot get through to the correct services and the phone has been on hold for absolutely ages!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
23/03/2018	Poor	Adults and Communities	Telling me the session has expired as soon as I open this page!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communités team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/1-Data-protection.html?mgnlFormToken=2177376d-4ca0-4f0e-9004-ed2a8cf7e4f2">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/1-Data-protection.html?mgnlFormToken=2177376d-4ca0-4f0e-9004-ed2a8cf7e4f2</a>
23/03/2018	Poor	Registrars	It says that the session has expired the second you click on it.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/1-Data-Protection.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/1-Data-Protection.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>
23/03/2018	Poor	Myaccount and lagan forms	Your links don't work. I've clicked on some the icons (bins, council tax) and got error messages. A total waste of time!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm</a>
23/03/2018	Poor	Myaccount and lagan forms	It will not give me the information I need	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
23/03/2018	Poor	Waste & Recycling	Enter address and then it doesn't go any further to check when the bins will be collected	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
23/03/2018	Poor	Myaccount and lagan forms	It doesn't link up!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
23/03/2018	Poor	Myaccount and lagan forms	I want to order mixed recycling sacks and find nowhere to do this.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN</a>
23/03/2018	Poor	Council Tax and Benefits	Timed out several times and I'd only been on page for seconds.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>

23/03/2018	Poor	Council Tax and Benefits	Page times out instantly. Is this so I can't apply for discount?!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
23/03/2018	Poor	Libraries	The Barnet Library Renewal Web site link does not take you to the renewal page. Further when phoning the phone line for the Library to renewal of books it does not ask for option 1 to renew ? What can I say !!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
23/03/2018	Poor	Myaccount and lagan forms	Barnet used to provide a web based calendar of dates. For some reason, additional input had been added, to remove this functionality.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
23/03/2018	Average	Libraries	Why not have the addresses of the libraries on this page too? So at a glance i can see the most convenient that is open now?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html</a>
23/03/2018	Poor	Libraries	Please put them all on one page.. One can scroll through the page faster than clicking two or three or four to decide which one is most convenient during today's shopping trip or seeing that one's usual bus is diverted for roadworks. I know - I have tried. And I have quite some knowledge of how to design user-friendly systems	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html</a>
23/03/2018	Poor	Council Tax and Benefits	Links don't work for Single Person discount	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html</a>
23/03/2018	Poor	Libraries	Please write in BLACK characters on LIGHT background. Low contrast is bad for the over-50s like me	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html</a>
24/03/2018	Good	Council Tax and Benefits	Good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
24/03/2018	Poor	Myaccount and lagan forms	Hi	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm</a>
24/03/2018	Poor	Children's Services	Says page expired and I've only just opened it!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Expression-of-interest-in-adoption/1-Data-Protection.html?mgnlFormToken=3b1091d9-79bb-4d71-b920-9a02c45b2d27">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Expression-of-interest-in-adoption/1-Data-Protection.html?mgnlFormToken=3b1091d9-79bb-4d71-b920-9a02c45b2d27</a>

24/03/2018	Good	Waste & Recycling	Really clear and helpful information - thank you!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/blue-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/blue-bin.html</a>
24/03/2018	Poor	Council Tax and Benefits	It doesn't work at all!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
24/03/2018	Poor	Myaccount and lagan forms	This page. is NOT allowing me. to submit	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&amp;nextSection=Y</a>
24/03/2018	Poor	Parking	Looking for parking zones, unable to find, website totally bemusing.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html</a>
24/03/2018	Poor	Council Tax and Benefits	Keeps satiny session expired	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
24/03/2018	Poor	Myaccount and lagan forms	Is quite inflexible to report issue like fly tipping etc. I would recommend integrate Twitter as a more fast and easy way to report incidents, etc.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm</a>
24/03/2018	Poor	Council Tax and Benefits	It keeps telling me my session has expired when I've logged in several times at its request.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
24/03/2018	Poor	Council Tax and Benefits	Not friendly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
24/03/2018	Good	Council and Democracy	Good and clear info	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html</a>
24/03/2018	Poor	Council and Democracy	Every time I load the complaint form page, it tells me my session has expired. Which is ironic and very convenient. Can't complain! I have ties it across multiple browsers	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>

24/03/2018	Poor	Council Tax and Benefits	It is very cynical to stop people for applying for discounts on council tax by making the form inaccessible.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
24/03/2018	Average	Myaccount and lagan forms	It was slow to load. Had to make ?requests? 2 or 3 times before they activated.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
24/03/2018	Good	Children's Services	Cant think of anything	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/child-abuse/types-of-child-abuse.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/child-abuse/types-of-child-abuse.html</a>
24/03/2018	Poor	Council Tax and Benefits	It says my session has expired but I've only just arrived at the page. It does not work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
24/03/2018	Poor	Council Tax and Benefits	Page had a time out error even though I just started it	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
24/03/2018	Poor	Libraries	Can not look up book is available in Edgware library There is no answer to tel call either ( ie on Saturday afternoon)	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/catalogue-search.html">https://www.barnet.gov.uk/citizen-home/libraries/catalogue-search.html</a>
24/03/2018	Poor	Council Tax and Benefits	it states session timed out when I have only been on a few seconds, link to notifying change of address does not work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
24/03/2018	Poor	Council Tax and Benefits	Doesn't offer the required options!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
24/03/2018	Poor	Libraries	doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=1651354255.1495716844">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Request a library card&amp;client-id=1651354255.1495716844</a>
24/03/2018	Poor	Myaccount and lagan forms	Doesn't work. Trying to communicate a change in address but the webpage won't work. Keeps saying session has expired.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm</a>

24/03/2018	Poor	Council Tax and Benefits	Golders Green library is no longer a first contact centre. The staff told me they had repeatedly requested the website be updated.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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/advice-surgeries-and-first-contact-points.html">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/advice-surgeries-and-first-contact-points.html</a>
24/03/2018	Poor	Parking	barnet.gov.uk/pcn that i received in the letter is not valid	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn</a>
24/03/2018	Poor	Myaccount and lagan forms	Cannot report as map coming up as Dublin, Eire even though postcode of N3 given	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT</a>
24/03/2018	Poor	Business	Form doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5</a>
25/03/2018	Poor	Council Tax and Benefits	I'm trying to change my billing address as I not longer to live the house that the bill is sending to but I just couldnt find any other way to change it. The website keeps down even though that I refreshed it several times.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
25/03/2018	Poor	Children's Services	not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html</a>
25/03/2018	Poor	Myaccount and lagan forms	Doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm</a>
25/03/2018	Poor	Council Tax and Benefits	keeps timing out in in 3 minutes	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
25/03/2018	Poor	Council Tax and Benefits	it doesnt work ive tried to register change of address but it keeps saying session timed out as soon as i start	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
25/03/2018	Average	Registrars	Would have liked a direct phone number to contact the council	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036</a>

25/03/2018	Poor	Waste & Recycling	We have a blue bag for our recycling and would like to order a new one, this site only seems to be interested in 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html</a>
25/03/2018	Poor	Myaccount and lagan forms	I just would like to know what day of the week bins are collected and I could not find the information I was looking for on this page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
25/03/2018	Poor	Myaccount and lagan forms	I cannot view My Account details.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
25/03/2018	Poor	Council Tax and Benefits	tells me that my address is wrong so cannot put my inquiry through, so now need to call nad waste time	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
25/03/2018	Poor	Business	The session expired and does not let me go back to the started form.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5</a>
25/03/2018	Poor	Myaccount and lagan forms	It doesn't work. It just keeps defaulting to the same question. Is this your secret way to try and cut back on basic services by pretending you get no traffic on your web site?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
25/03/2018	Poor	Uncategorised	it	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/login.htm?action=login</a>
25/03/2018	Poor	Council Tax and Benefits	** **** *	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
25/03/2018	Good	Waste & Recycling	Great	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service</a>
25/03/2018	Good	Waste & Recycling	Clear and concise	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service</a>
25/03/2018	Poor	Myaccount and lagan forms	It rarely allows me to access my personal information. Every time that I log in to check something it gives me an error message saying the page cannot be displayed and to try later. Not of any use whenever I need it. Please make a website that works, thanks.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>

25/03/2018	Poor	Council Tax and Benefits	I was trying to register as a single person for council tax - The 3 options given did not include one that referred to me. There was never anyone else living here but I was registered as a student up till the end of March so have not paid council tax so far. - The system dos not recognise my postcode which is E** *** - I was timed out after only 5 minutes, none of my data was saved.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
25/03/2018	Poor	Council Tax and Benefits	None of these 3 options cater for my specific situation. I moved into the property in January 2017 but am a full time student. I'm the only person who has ever lived here but because I was getting a student discount I was not registered as a sole occupant.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
25/03/2018	Poor	Planning & Building Control	keeps timing out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/1-Data-protection.html?mgnlFormToken=ca1e416b-ee2d-4d1d-be6f-eb4ba179b9f5">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/1-Data-protection.html?mgnlFormToken=ca1e416b-ee2d-4d1d-be6f-eb4ba179b9f5</a>
25/03/2018	Poor	Myaccount and lagan forms	Trying to register for an account but its telling me my email is my username which i dont have yet and there isnt an option to add a username so i cant get beyond this page to finish registering	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e2s1">https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&amp;_flowExecutionKey=e2s1</a>
25/03/2018	Poor	Council Tax and Benefits	i not have acces on My account	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
26/03/2018	Poor	Myaccount and lagan forms	The page doesn't work. It doesn't tell me bin collection dates for any postcode. Have raised this numerous times over several months but no one does anything about it. Shameful	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
26/03/2018	Poor	Council Tax and Benefits	Dead Link from online exception form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
26/03/2018	Poor	Council Tax and Benefits	Dead link - says session has timed out and you cant complete the online form.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>

26/03/2018	Poor	Myaccount and lagan forms	Nothing on this site works properly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
26/03/2018	Poor	Children's Services	keeps telling me I have timed out, when I simply try and start!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
26/03/2018	Good	Highways	very useful! clear and concise information thank you	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a>
26/03/2018	Poor	Council Tax and Benefits	When I click the 'next' button to move onto page 2 I get a message saying that my session has timed out and that I should start again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
26/03/2018	Poor	Council Tax and Benefits	Keeps timing out when moving from one page to another	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
26/03/2018	Poor	Myaccount and lagan forms	Hi There I wanted to know about the bin collection on Easter. kind regards	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
26/03/2018	Poor	Council Tax and Benefits	Doesn't let me complete form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
26/03/2018	Poor	Registrars	THERE IS A PHONE NUMBER FOR CORONERS OFFICE WHICH NO ONE ANSWERS	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html</a>
26/03/2018	Poor	Council and Democracy	session expired far too quickly!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
26/03/2018	Poor	Council and Democracy	filled in form extremely quickly but again said timed out!!!! ridiculous!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>



26/03/2018	Poor	Council Tax and Benefits	You inform I have 20 minutes to file the Rorm, and immediately you inform me session out. What it is? Jokes?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
26/03/2018	Poor	Council and Democracy	the form just brings up an expired notice. I am unable to register my complaint.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
26/03/2018	Poor	Business	Session expired, unable to start a new complaint form.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5</a>
26/03/2018	Poor	Myaccount and lagan forms	Nothing works. Trying to submit a form for the past hour.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
26/03/2018	Poor	Parking	The information I am looking for is promised on this page and then simply is not given. The link takes me to a disclaimer and an invitation to use other platforms (mobile phone etc) rather than giving me the information I need. It's useless.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html</a>
26/03/2018	Average	Environmental Health & Trading Standards	Lack of information on how to reach people. And when there is information the phone just rings and rings. And then goes to ansaphone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Environmental Health & Trading Standards team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/construction-information.html">https://www.barnet.gov.uk/citizen-home/environmental-health/construction-information.html</a>
26/03/2018	Poor	Planning & Building Control	complicated to say the least.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/fast-track.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/fast-track.html</a>
26/03/2018	Poor	Children's Services	answering the calls	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858c7&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858c7&amp;view=true</a>
26/03/2018	Good	Council Tax and Benefits	Clear & concise	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
26/03/2018	Poor	Children's Services	Good afternoon, The details you hold for Relate LNW are outdated and I would like to update them. Could you please let me know how to do so? Please email me to let me know what's the best way forward. Many thanks, *****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c287258580a&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c287258580a&amp;view=true</a>

26/03/2018	Poor	Highways	allow people t speak to an operator	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/dead-animals.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/dead-animals.html</a>
26/03/2018	Poor	Council and Democracy	Every time I try to begin your complaints form it tells me I need to start again and I end up ging round and round in circles.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
26/03/2018	Poor	Council Tax and Benefits	Page keeps timing out after seconds!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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=cf44be20-9421-4a0c-a62c-6afcb39d852d">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=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
26/03/2018	Poor	Myaccount and lagan forms	i called to try and tell you i need to pay you council tax but you wont speak to me unless i give you an account number but i dont have one	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
26/03/2018	Poor	Adults and Communities	first hit on a search of this website	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communites team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/adult-social-care/Test-Pages-and-templates.html">https://barnet.gov.uk/citizen-home/adult-social-care/Test-Pages-and-templates.html</a>
26/03/2018	Poor	Council and Democracy	it is impossible to fill in form as it says session timed out as soon as you start!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
26/03/2018	Poor	Council Tax and Benefits	Every time I click on the link to start applying for a discount it takes me to a page telling me my session has timed out. It happens immediately and when I have been on different computers.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
26/03/2018	Poor	Myaccount and lagan forms	I want to know about all bin collections over the next six months, but the website only gives next week!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
26/03/2018	Poor	Myaccount and lagan forms	Still doesn?t work.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
26/03/2018	Poor	Myaccount and lagan forms	I have live in a house and this webpage loads my address and then will not tell me which days my green bin will be collected. It used to do so. Why does it not work now?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>

26/03/2018	Poor	Council Tax and Benefits	Keeps saying my session has timed out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
26/03/2018	Poor	Business	The form didn't work and instantly stated my session had expired	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>
26/03/2018	Poor	Planning & Building Control	It keeps saying that the session has timed out which is not true.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/1-Data-Protection.html?mgnlFormToken=254f8ce3-0b05-4f30-bff3-ee840b140900">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/1-Data-Protection.html?mgnlFormToken=254f8ce3-0b05-4f30-bff3-ee840b140900</a>
26/03/2018	Poor	Council Tax and Benefits	It keeps telling me I have been timed and need to start again but when I try to it takes me back to the you have been timed out page!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html</a>
26/03/2018	Poor	Council Tax and Benefits	Doesnt work properly, timed me out after 2 minutes.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
26/03/2018	Poor	Waste & Recycling	I have given this feedback before but nothing has been done about it. Your search function does not bring up my address - Normandy Mansions. This is despite the fact that it is a purpose built block of only four flats. Every time I go on your site, I have to put in the postcode of my neighbours. I have given this feedback before, more than once, over a period of about three years. In addition, the fact that there is no function for printing off a calendar of the collection dates is unimpressive. Other councils manage it. Why not Barnet? Instead, I have to write out all your green bin collection dates for the whole year, given that my pruning schedule has to be planned around your fortnightly collection dates. It seems like a small thing to ask but would make quite a big difference to residents who like to maintain a green garden.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>

26/03/2018	Poor	Council Tax and Benefits	Says time out and out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
27/03/2018	Poor	Council Tax and Benefits	Has been offline for about a week!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
27/03/2018	Good	Council Tax and Benefits	.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
27/03/2018	Poor	Planning & Building Control	It is not working, it keep saying session expired when I have just opened it and I can get no where	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/1-Data-Protection.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice/1-Data-Protection.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e</a>
27/03/2018	Poor	Planning & Building Control	Session times out after around 30 sec rather than 20 min, making it impossible to get through the form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice.html?mgnlFormToken=221bd15d-c871-478e-b649-b55a514b171e</a>
27/03/2018	Poor	Planning & Building Control	Crashes repeatedly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/1-Applicants-Details-(Owner).html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/1-Applicants-Details-(Owner).html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c</a>
27/03/2018	Poor	Council and Democracy	you need to make easy when opening the home page to find telephone number	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a>
27/03/2018	Average	Council and Democracy	I would like to see more people not computers	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
27/03/2018	Poor	Children's Services	There's hardly anything for me to click on to get information.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585951">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585951</a>

27/03/2018	Poor	Council Tax and Benefits	The Web page will not allow me to move forward without a valid postcode but I am moving to Ireland so it does not apply	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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=cf44be20-9421-4a0c-a62c-6afcb39d852d">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=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
27/03/2018	Poor	Myaccount and lagan forms	The map. I put in ***** and it tells me I'm out of borough because it took me to Leyton or somewhere near there. I then tried C*****k Rd *****-can't remember exactly where I ended up that time, another part of East London; I certainly wasn't in the right place!! In the end I had to 'push' the map from East London to New Barnet-luck I have a sense of direction (& a sense of humour) that's better than the map's!! :-D	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT</a>
27/03/2018	Poor	Libraries	i cannot renew my books	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
27/03/2018	Poor	Libraries	making more than 1 reservation without having to fill out a new request each time	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1700353410.1522146132">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Reserve a library item&amp;client-id=1700353410.1522146132</a>
27/03/2018	Poor	Council and Democracy	I have a serious complaint to make and your website doesn't let me. That to me is a serious lack of respect towards me and everybody who is paying their council tax on time !!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
27/03/2018	Average	Search	No filtering option, searching for "North Finchley Redevelopment" yielded over 4k results without any indication of how results have been presented i.e. chronological, best match etc	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=North+Finchley+development">https://www.barnet.gov.uk/citizen-home/search.html?keywords=North+Finchley+development</a>
27/03/2018	Poor	Myaccount and lagan forms	Very poor. I am actually unable to report my problem!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT</a>
27/03/2018	Poor	Council Tax and Benefits	Session keeps expiring.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>

27/03/2018	Poor	Council Tax and Benefits	It keeps saying your session has expired you need to start again and it goes to infinite loop	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-9b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-9b5ff-4a9c-921c-5ef72e406ddf</a>
27/03/2018	Poor	Council Tax and Benefits	keep saying your session has expired you need to start over :(	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
27/03/2018	Poor	Council Tax and Benefits	my session for filling in the moving-in form keeps expiring	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/2-Personal-details.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
27/03/2018	Poor	Council Tax and Benefits	Easy used one please	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
27/03/2018	Poor	Council Tax and Benefits	the forms are always telling me to start over again	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html</a>
27/03/2018	Poor	Children's Services	i put my details in the form. it timed out stating the form has expired. I was on the form for approx 3 mins.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/1-Data-protection-.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
27/03/2018	Poor	Waste & Recycling	I logged on to ascertain my NEXT green-bin collection day, having lost track through many months when it wasn't needed. Your link alleging to tell me collection days actually tells me absolutely nothing - apart from what I may and must not put in it, which I already knew, and also when the Christmas holiday collections were, which is no longer relevant; As green bins are collected only fortnightly, I need to know whether to put mine out this weekend or next, Having followed your links, I'm none the wiser. Your website is woefully unhelpful.	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
27/03/2018	Poor	Council Tax and Benefits	Session time out after 5 mins does not allow enough time to complete the form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>

27/03/2018	Average	Registrars	The address is not up to date as in the phone the answer machine mentions that the office is now located at Engineers Way.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html</a>
27/03/2018	Poor	Waste & Recycling	Please try and keep your information up to date. I am really not interested what is going to happen at Christmas but as we approach Easter at the end of this week, I would like to know what is going to happen to my bin collection 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
27/03/2018	Poor	Council and Democracy	Did not provide any information on how to complain!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/20-Planning-and-Regeneration-complaint.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/20-Planning-and-Regeneration-complaint.html</a>
27/03/2018	Poor	Myaccount and lagan forms	I am searching for an update to my council tax calculation and refund as I have moved out of the area and reported it to you over three weeks ago. There is not even a hint of information available!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
27/03/2018	Good	Libraries	Very happy with this website	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html</a>
27/03/2018	Poor	Myaccount and lagan forms	Re dead fox - I hadn't finished complaining but the comments box just disappeared, I hope you got the first part. Trying to use dead animal reporting on my mobile was really difficult I was getting car sick trying to focus on the screen - which is why I didn't follow up the comments box. Overall - recommend you try filling in the form for reporting a dead fox using a mobile phone while on a bus and I think you will see what I mean about it being difficult, especially if you have not previously registered, taken a photo, a note of nearest address or have tiny fingers to manage the map.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm</a>
27/03/2018	Poor	Council and Democracy	won't accept my address!!! why?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
27/03/2018	Poor	Myaccount and lagan forms	IT doesn't DOESNT me the information it says it is going to give me	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>

27/03/2018	Poor	Council Tax and Benefits	Page timed out after 1 minute	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
27/03/2018	Poor	Council Tax and Benefits	Unable to fill in the Council Tax single person's discount form...it kept saying I had exceeded my time limit of twenty minutes for filling in the form....I had literally been on the web page for a few seconds	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
27/03/2018	Poor	Registrars	Why no email address?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html</a>
27/03/2018	Good	Council Tax and Benefits	fantastic	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
27/03/2018	Poor	Myaccount and lagan forms	What is the point of having a website only to redirect enquirers to calling the LA just to check bin collection dates. Really poor customer service.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
27/03/2018	Poor	Council Tax and Benefits	rubbish website	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/2-Your-details.html?mgnlFormToken=7903a248-c540-4866-986a-8fcbd6774fab">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/2-Your-details.html?mgnlFormToken=7903a248-c540-4866-986a-8fcbd6774fab</a>
27/03/2018	Poor	Business	It says start over constantly but I don't get anywhere!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>
27/03/2018	Poor	Business	Form did not allow me to restart over.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5</a>
27/03/2018	Poor	Myaccount and lagan forms	explain what documents are required when changing a vehicle. there appears to be no explanation	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>
27/03/2018	Poor	Myaccount and lagan forms	rubbish web page...doesn't work. shameful	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
27/03/2018	Poor	Parking	Can not find the PCN challenge link, whatever links the website points for the claim/appeal are not providing the claim/appeal option. I can only have the PCN details after clicking many different links.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>



27/03/2018	Poor	Council Tax and Benefits	Buggy. Constantly tells me the session has expired and I need to start over.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
28/03/2018	Poor	Council and Democracy	Website broken Map does not work Freezes, had to start from beginning. <a href="https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>
28/03/2018	Poor	Adults and Communities	Very user-unfriendly !! Cannot find what you are looking for easily	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries.html</a>
28/03/2018	Poor	Council Tax and Benefits	It times out after 2 seconds, not 20 minutes	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
28/03/2018	Poor	Planning & Building Control	where do i find approved applications?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/planning-forms.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/planning-forms.html</a>
28/03/2018	Poor	Council Tax and Benefits	says that the session has expired and that I need to start over. Done this multiple times and always get the same message.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
28/03/2018	Average	Council Tax and Benefits	As a 89 year old I found your website difficult to find what I wanted.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
28/03/2018	Poor	Council Tax and Benefits	The forms are impossible fill. The system is not designed to work normally.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
28/03/2018	Poor	Planning & Building Control	Anytime I want to make an application online the following message is appears: Session expired, You need to start over When I try to get the application form it comes to the same page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/10-Data-Protection.html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/10-Data-Protection.html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c</a>
28/03/2018	Good	Parks	Great initiative by UK Govt and really need to implement in other parts of globe as well.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees.html</a>

28/03/2018	Poor	Council Tax and Benefits	I do wonder if the page is meant to be functional for 20 seconds instead of 20 minutes as suggested.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
28/03/2018	Poor	Council Tax and Benefits	unable to complete online registration for single persons council tax discount	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html</a>
28/03/2018	Poor	Search	can't find anything. No direct link to nationality document return service	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=nationality">https://www.barnet.gov.uk/citizen-home/search.html?keywords=nationality</a>
28/03/2018	Poor	Myaccount and lagan forms	it did not tell me the information required. The link kept asking for address, accepting it and doing nothing more. Quite poor	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
28/03/2018	Poor	Myaccount and lagan forms	It's now almost a month that I'm able to enter my Dashboard regarding Council Tax, in order to see my outstanding balance and the bills I need to pay. From a government company this is, in my opinion, unacceptable and really damaging my position as a monthly regular payer to Barnet Council. Please, fix this issue asap.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
28/03/2018	Poor	Search	Cannot find the gender pay gap report	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=gender+pay+gap">https://www.barnet.gov.uk/citizen-home/search.html?keywords=gender+pay+gap</a>
28/03/2018	Poor	Highways	I need to cancel the resident permit but the page is not open	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form.html</a>
28/03/2018	Poor	Myaccount and lagan forms	It says optional for the date of birth..but its not! And it wont send unless i press that i want updates. My question is WHY IS MY BIN NOT EMPTIED AGAIN not signing up to register anything! Why cant i just say what my problem is??	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequest.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequest.htm</a>
28/03/2018	Good	Children's Services	easy touse	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=ce01cb20-82c4-48b5-9615-0b374cc5d7c1</a>
28/03/2018	Poor	Myaccount and lagan forms	Never get a message back, and you get to the end of questions and it doesn't submit!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&amp;nextSection=Y</a>
28/03/2018	Poor	News	lolita	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-celebrates-Apprenticeship-Week.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-celebrates-Apprenticeship-Week.html</a>

28/03/2018	Poor	Council and Democracy	Have the courtesy to get someone to answer the phone. I have waited 15 minutes. You are not prepared to wait for my payments so why should I wait so long to speak to you? No doubt this will be ignored, I have money on it. *****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a>
28/03/2018	Poor	Council and Democracy	Why do you not have numbers advertised!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>
28/03/2018	Poor	Council Tax and Benefits	keeps saying your session has expired	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
28/03/2018	Poor	Registrars	When linking to gov.uk, please link the specific pages that are relevant. Having to go to the gov.uk site and look for the information is a waste of time.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/Nationality-Document-Return-Service--NDRS-.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/Nationality-Document-Return-Service--NDRS-.html</a>
28/03/2018	Poor	Council and Democracy	The complaints form link does not work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
28/03/2018	Poor	Myaccount and lagan forms	Tried to pay ctax would not allow me x 2	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logout.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logout.htm</a>
28/03/2018	Poor	Planning & Building Control	not working, saying I need to start the form over again but it wont let me.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html</a>
28/03/2018	Poor	Council Tax and Benefits	I am trying to fill the form moving in /out and the system is always saying "session expire. you need to start again" so I can not fill the form.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
28/03/2018	Poor	Myaccount and lagan forms	Gove direct answers!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
28/03/2018	Poor	Myaccount and lagan forms	very - poor - gives no sensible information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm</a>
28/03/2018	Poor	Council Tax and Benefits	not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>

28/03/2018	Poor	Myaccount and lagan forms	I clicked "Order a new brown bin or caddy" and got a page that allows me to order large wheelie bins!!! NOT WHAT I WANT,so I have to bother you by ringing.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?iparams=mSFa7aSzzQOrCrVhsS8ljA7rzXlPfy/DLu0VzLuaDhk=">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?iparams=mSFa7aSzzQOrCrVhsS8ljA7rzXlPfy/DLu0VzLuaDhk=</a>
28/03/2018	Poor	Myaccount and lagan forms	This web page has changed and i found it more difficult to navigate my way around. It took me 10 mins to find my waste collection dates for the Easter period.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
28/03/2018	Poor	Myaccount and lagan forms	finding how to report something is like being lost in a maze in the fog.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&amp;nextSection=Y">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&amp;nextSection=Y</a>
28/03/2018	Poor	Parking	A pcn payment attempt failed many times to get to the payment page or even the page to enter pcn details! error!!! PCN: AG***** & Vehicle reg N: B***** issued on **/11/17	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>
28/03/2018	Poor	Council Tax and Benefits	Keeps saying I have to start over	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
29/03/2018	Poor	Myaccount and lagan forms	I wanted to check refuse collection dates. the page requests a post code and when you enter that a house number. However there is no further action to take after that and therefore no details known re dates of collection	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
29/03/2018	Poor	Council Tax and Benefits	Expires session before even started !	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
29/03/2018	Average	Parks	Need list of events	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/events-in-barnet-parks.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/events-in-barnet-parks.html</a>
29/03/2018	Poor	Council Tax and Benefits	I can't register my council tax account. It tells me that my session has timed out, that I only have 20 minutes to fill in each page, when it's not even a minute since I started the session Yesterday I also tried, but then the page didn't even open when I clicked on "Council tax".	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
29/03/2018	Good	Parks	I cannot get beyond the first few questions before the form returns to the beginning. Am writing an email to Mary Terp to ask if we can book by letter.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application.html">https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application.html</a>

29/03/2018	Poor	Children's Services	The online form does not work - a message "session timed out" appears constantly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/1-Data-Protection.html?mgnlFormToken=0078eaf6-0ed8-431c-9945-312c09f87ae3">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/1-Data-Protection.html?mgnlFormToken=0078eaf6-0ed8-431c-9945-312c09f87ae3</a>
29/03/2018	Poor	Council Tax and Benefits	Every time I try to start the page, it says the session is over and I have to start over. If I start over, it says the session is over and I have to start over, and so on...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
29/03/2018	Poor	Council Tax and Benefits	Doesn't let me fill the form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
29/03/2018	Poor	Waste & Recycling	site does not 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/1-Data-protection.html?mgnlFormToken=8a92fe44-32a8-4ee6-a48c-44fd8b602b61">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/1-Data-protection.html?mgnlFormToken=8a92fe44-32a8-4ee6-a48c-44fd8b602b61</a>
29/03/2018	Poor	Children's Services	I just tried to submit a query to the schools admission team, but was told that my session had expired and I needed to start over. This was despite the fact that it only took me a few minutes to complete the form and whenever I tried to start over, I would end up at the same message again, so I have actually been able to complete the submission of the query after the problem occurred.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/1-Data-protection.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/1-Data-protection.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c</a>
29/03/2018	Poor	Planning & Building Control	It would be great if you had an interactive maps for conservation areas, local planning policies etc. The majority of other council websites do	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>
29/03/2018	Poor	Myaccount and lagan forms	Quick phone call to report a missed collection, rather than sitting down going through website trying to find how to report missed bin collection, then having to log in. I think letter writing is the way to go now, much quicker.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTMISSBIN">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=http://10.225.29.51:9090/publicaccesslive/selfservice/citizenportal/thirdpartylogin.htm?notnow=True&amp;redirect_url=https://account.barnet.gov.uk/Forms/Home/Redirector/Index/?id=6a2ac067-3322-46e5-96e4-16c0c214454a&amp;mod=OA&amp;casetype=BAR&amp;formname=BNTMISSBIN</a>

29/03/2018	Poor	Myaccount and lagan forms	I could not see my permits due to "Technical fault"	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/logoutoptions.htm</a>
29/03/2018	Poor	Myaccount and lagan forms	Previously, one was able to download a pdf of bin collection dates. Now it would appear you're trying to be clever and instead failing miserably. Try actually getting the site to work!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
29/03/2018	Average	Council and Democracy	?annot find what I want	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html">https://barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html</a>
29/03/2018	Poor	Myaccount and lagan forms	This page won't accept my email address and password, both of which are correct.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/login.htm?action=login">https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/login.htm?action=login</a>
29/03/2018	Poor	Homepage	cannot find categories I am looking for easily - I want the opening hours of the register office over the Easter period	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
29/03/2018	Poor	Council Tax and Benefits	I simply can't do anything to pay my council tax, every time I try anything I receive a message saying that the session has expired, within seconds of having clicked on anything.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
29/03/2018	Poor	Council and Democracy	Session keep expiring and I have yet to start!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
29/03/2018	Poor	Myaccount and lagan forms	No one answers the telephone help number **** * and I am not receiving the validation email when trying to set up an account	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceservice/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
29/03/2018	Poor	Council Tax and Benefits	When clicking on the page to begin change of address it states "Session expired" please start again. How can I change address?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
29/03/2018	Poor	Council Tax and Benefits	the form does not work for me	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>

29/03/2018	Poor	Council and Democracy	3times i tried to start form and it kept saying timed out within a minute of starting	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
29/03/2018	Poor	Council Tax and Benefits	The page won't let me fill it out!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
29/03/2018	Poor	Parking	i wanted copy paperwork. why cant I do that easily	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>
29/03/2018	Poor	Council and Democracy	say times up and I have not sarterd	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy.html</a>
29/03/2018	Poor	Council Tax and Benefits	It keeps saying I have timed out after less than one minute. I can't get back on. My father has just died and this is very distressing for my mother. Please fix this horrible bug.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
29/03/2018	Poor	Council Tax and Benefits	Your website keeps timing out after less than a minute. My father has just died and this is very distressing for my mother trying to claim her single person discount now. Please fix this horrible bug.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
29/03/2018	Poor	Council Tax and Benefits	Timed out after 10 seconds yet again. Fix this!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
29/03/2018	Poor	Council Tax and Benefits	Timed out after 2 seconds. Fix this horrible bug.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/2-Applicants-details.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>

29/03/2018	Poor	Council Tax and Benefits	Got through to the first page and it expired within 20 seconds. Fix this horrible bug.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
29/03/2018	Poor	Council Tax and Benefits	I have been trying over and over to use your website to apply for the discount and it simply does not work. It is a time-wasting fraud.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html</a>
29/03/2018	Poor	Myaccount and lagan forms	I can't register , always errors	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm</a>
29/03/2018	Poor	Council Tax and Benefits	I cant get to the form i need to ever. Too many links to click its like a maze	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
29/03/2018	Poor	Myaccount and lagan forms	I just want to report that my blue bin hasn't been emptied for one month. I've tried the borough website but seem to be going round in circles and getting nowhere	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTREPORT">https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTREPORT</a>
29/03/2018	Poor	Myaccount and lagan forms	Now it does at least find my address from the postcode but still doesn't tell me the collection days/dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
29/03/2018	Poor	Council Tax and Benefits	mhgv		<a href="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">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</a>
29/03/2018	Average	Council and Democracy	No information or profile on each candidate	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/by-elections.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/by-elections.html</a>
29/03/2018	Poor	Council and Democracy	Barnet as a service is terrible. I do not think the CSO's are honest when dealing with customers, and know this has to come from the top/management. Its very poor, and speaking to someone who you know isn't cannot be honest isn't nice	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
29/03/2018	Poor	Council and Democracy	I wish to make a complaint, but there is obviously some fault on your page as it is not allowing this - and keeps telling me to start over. Is your service so bad that you have disabled your complaints system?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>



29/03/2018	Poor	Council Tax and Benefits	Hi can't fill the single person discount form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/1-Data-protection.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa</a>
29/03/2018	Poor	Myaccount and lagan forms	The bloody page doesn't give the bin collection dates so why do you waste my time asking to fill in the information? The service is terrible and then you all for ?2500 council tax.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Myaccount and lagan forms	I am requesting my bin collection day after entering my address and nothing comes up - just 'return to homepage'	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Myaccount and lagan forms	Just tell me when the bins are collected ***		<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Myaccount and lagan forms	*****		<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Myaccount and lagan forms	it wont recognize my council tax account number	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
29/03/2018	Poor	Homepage	It?s really misleading,I?ve tried to order some saracens visitor vouchers ,I tried ten times never worked, so annoying	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home">https://barnet.gov.uk/citizen-home</a>
29/03/2018	Poor	Waste & Recycling	Rubbish	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service</a>
29/03/2018	Average	Myaccount and lagan forms	test for performance on smartphones and with different browsers - this page works very poorly on iphone with chrome	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Schools Information	It only allows you to fill forms but you cannot send a general enquiry about a school in Barnet.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/how-to-complain-about-your-childs-school.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/how-to-complain-about-your-childs-school.html</a>
29/03/2018	Poor	Myaccount and lagan forms	Unable to view the bin collection on my phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Myaccount and lagan forms	update your data base for E** 2** . We are unable to see refuse collection dates during holidays	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE</a>
29/03/2018	Poor	Council Tax and Benefits	it is not working everytime i try it says session timed out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>

29/03/2018	Poor	Myaccount and lagan forms	On the page to check your bin collection - it doesn't give you that information, it gets you to select your address and then just tells you to call a number to find out. Waste of time.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
30/03/2018	Good	Council Tax and Benefits	Everything is fine as it is at the moment.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
30/03/2018	Poor	Council Tax and Benefits	form not loading	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=119.57">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=119.57</a>
30/03/2018	Poor	Myaccount and lagan forms	tell me when the bins will be collected without needing to phone you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
30/03/2018	Poor	Council Tax and Benefits	its not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
30/03/2018	Poor	Waste & Recycling	It's March - has Xmas collection info , not Easter info	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
30/03/2018	Poor	Council Tax and Benefits	The pages times out constantly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
30/03/2018	Poor	Myaccount and lagan forms	you enter in your postcode and the only option that appears beneath your address is "return to homepage". the results for what days my bin collections were did not appear (either with or without accepting cookies"). very poor update as this worked before christmas!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>

30/03/2018	Poor	Parking	Barnet's websites are generally poor. They are rarely that helpful and very difficult to navigate, and more often than not, counterintuitive. Clunky and old fashioned. They even look out of date. Plenty of examples . Another irritation on just trying to pay a parking PCN, I wasn't able to choose my payment method and resorted to using Mastercard which I didn't want to do as I stand to incur interest as if to rub salt into the wound. Overhaul is the word is I'd use to describe what's required and testing with a customer focus.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-services---nsi-contract.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-services---nsi-contract.html</a>
30/03/2018	Poor	Myaccount and lagan forms	Cannot apply for parking permit as it forces me to have to enter a street name from a drop down menu and does not have my address there. Cannot pay council tax as page always says it is having problems. Very hard to navigate the entire website. Must constantly re-enter my account reference number to change the slightest detail. Very poor website.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>
30/03/2018	Poor	Myaccount and lagan forms	Doesn't work on iOS	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
30/03/2018	Poor	Business	There is nothing stating on how to pay the fee. Which is very frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/personal-licences.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/personal-licences.html</a>
30/03/2018	Poor	Business	I'm trying to access noise complaint form and as soon as I click the link it shows "session expired". I haven't even accessed this page before! Refreshing, reloading, restarting the browser doesn't help.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5</a>
30/03/2018	Poor	Council Tax and Benefits	Can't choose title using phone	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="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=cf44be20-9421-4a0c-a62c-6afcb39d852d">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=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
30/03/2018	Poor	Council Tax and Benefits	Unable to change my address. The website keeps saying that my session has expired, asks me to start over again without actually letting me to even start the form. So frustrating as you can't notify Barnet council about change of address over the phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>

30/03/2018	Average	Council and Democracy	I have reported this issue before. It has been going on for months, since before Christmas, and there is still no change. When I search for my bin collection dates, and enter my address, I receive the following notice: We cannot find the bin collection dates for the entered address. For information on your bin collection, please contact us on 020 8359 4600. Since the website worked perfectly well before this issue arose, there must be a glitch. Ringing the council is not the best way to get information about waste collection dates, so please advise me if there is a better solution (e.g. fix the website). Thank you.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses.html</a>
30/03/2018	Poor	Parks	A bit more detail about the facility would be great	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ab0">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ab0</a>
30/03/2018	Poor	Waste & Recycling	I wanted to find out when the next collection date was for my green, garden waste bin. There is no information about this on your Web site except to say that green bins are collected fortnightly. I do know it's a Saturday in my area, but I want to know which Saturday and supposing I was new to the area and didn't know which day they were collected? I used to be able to download a comprehensive calendar of green bin collections for the whole year. Why have you stopped doing that? I think Barnet services must be among the worst in the country. I'll be voting Labour in the next local elections! Maybe they can do better. This is not good enough 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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
30/03/2018	Poor	Myaccount and lagan forms	every time i log into my account and go into a department it always says there is a problem. i hope this problem gets resolved. thank you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm</a>
30/03/2018	Poor	Council and Democracy	says my session has expired after 1 second	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Residents-Form-Submit-Your-Issue/Data-Protection.html?mgnlFormToken=fbeb8c65-17ce-4b73-87a3-d47825e67521">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Residents-Form-Submit-Your-Issue/Data-Protection.html?mgnlFormToken=fbeb8c65-17ce-4b73-87a3-d47825e67521</a>

30/03/2018	Poor	Myaccount and lagan forms	I need to know ALL the dates for refuse collection, not just the next week/fortnight. I want to print a page of dates for the rest of the year, as we used to be able to do.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
30/03/2018	Poor	Libraries	Using thin grey text for body copy is the antithesis of providing an accessible site. This is a simple change to make. The Renew a library book page is not loading.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>
30/03/2018	Poor	Council and Democracy	Keeps taken me back to previous page	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/1-Data-Protection.html?mgnlFormToken=039a6e2c-dc29-427d-b81e-e2b15e9c6b64">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/1-Data-Protection.html?mgnlFormToken=039a6e2c-dc29-427d-b81e-e2b15e9c6b64</a>
30/03/2018	Poor	Council and Democracy	the complaint form automatically times-out within seconds of opening the page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
30/03/2018	Poor	Council and Democracy	page doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e</a>
30/03/2018	Good	Myaccount and lagan forms	it works! finally!	Thank you for your comments	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
30/03/2018	Poor	Council Tax and Benefits	It doesn't work. Make it work.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1591716773.1443953353">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=1591716773.1443953353</a>
30/03/2018	Poor	Council Tax and Benefits	Keeps timing out within seconds	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
31/03/2018	Good	Council and Democracy	I will contact you tomorrow morning or afternoon Thank you	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html</a>

31/03/2018	Poor	Myaccount and lagan forms	Incorrect days shown for bin collections still	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
31/03/2018	Poor	Myaccount and lagan forms	my refuse bin was not collected on wednesday 28 th march - in fact the whole street was not collected tried phoning on 29th march - had to log this online as at 31 march our bins still have not been collected G***** ***** N** 5** have the days gone when you cannot speak to a person !!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm">https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm</a>
31/03/2018	Poor	Search	Trying to establish green bin collection over Easter weekend, it tells me next collection is 14th April. Lo and behold the refuse lorry trundles past as I am checking. Not impressed.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Easter+refuse+collections">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Easter+refuse+collections</a>
31/03/2018	Poor	Myaccount and lagan forms	i cannot get through to the library website this has been an ongoing problem for months frankly a waste of time	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/libraries.html">https://www.barnet.gov.uk/citizen-home/my-account/libraries.html</a>
31/03/2018	Poor	Planning & Building Control	The language is confusing	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/fast-track.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/fast-track.html</a>
31/03/2018	Good	News	I CANNOT FIND THE DATES FOR GREEN BIN COLLECTION	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html">https://www.barnet.gov.uk/citizen-home/news/Garden-waste-collections-suspended.html</a>
31/03/2018	Poor	Waste & Recycling	There's no calendar for green waste collection. That would have been very useful - a drop down perhaps where one picks one's street and gets a day. Thanks	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html</a>
31/03/2018	Poor	Search	I wanted the library catalogue. Got only all sorts of rubbish related to the council in general	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=the+winter+witch+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=the+winter+witch+</a>
31/03/2018	Poor	Business	it doesn't let me use it properly and i want to report a noise	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>
31/03/2018	Good	Myaccount and lagan forms	Last year we were able to print a calendar with the dates of collection highlighted but I was unable to find one for this year	Thank you for your comments	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE</a>
31/03/2018	Poor	Council Tax and Benefits	page to fill out details for council tax direct debit won't load which is really frustrating!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>

31/03/2018	Average	Myaccount and lagan forms	Our food waste and recycling bins were not collected per usual on Friday - probably because it was a bank holiday. I was hoping to see the alternative schedule because of this but no mention was made. Probably not the site's fault - but the organisation of the council.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT">https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDAT</a>
31/03/2018	Poor	Council Tax and Benefits	Keeps on restarting	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
31/03/2018	Poor	Council Tax and Benefits	I've tried to begin this form about five times. Each time I can't get past the data protection agreement, as it displays a message saying 'session expired, please start over.'	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/1-Data-protection.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf</a>
31/03/2018	Poor	Parking	WHERE A MATTER IS URGENT, THERE SHOULD BE THE FACILITY TO TELEPHONE AND SPEAK TO. it IMPLIES THAT A COUNCIL IS NOT INTERESTED IN TREATING PEOPLE FAIRLY WHERE THEY WILL NO PROVIDE TELEPHONE NUMBERS. NOT PROVIDING TELEPHONE NUMBERS IS OBSTRUCTIVE AND UNHELPFUL. IT IS DISRESPECTFUL TO THE PUBLIC WHO APPARENTLY CAN NOT BE TRUSTED TO HAVE ACCESS TO YOUR STAFF. PLEASE CALL ME URGENTLY 01*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>
31/03/2018	Poor	Registrars	for nationality checking service appointment can NOT be booked online! can only booked via phone which works only office working hours. it should be available to book online. very sad and very bad service. should keep both options open.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html</a>
31/03/2018	Poor	Council Tax and Benefits	Keeps saying session expired... taking me ages now to set up direct debit. Why not just fix it and make it easy?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14</a>
31/03/2018	Poor	Parking	give proper information about parking zones and restrictions as other boroughs do!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html</a>

31/03/2018	Poor	Council Tax and Benefits	I can't do moving out	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/1-Data-protection.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d</a>
31/03/2018	Poor	Council Tax and Benefits	Says session expired and need to start over and when I do, it keeps on saying session 3xpired and need to start over on a loop!!! Annoying and cannot therefore send my enquiry!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html</a>
31/03/2018	Poor	Waste & Recycling	I just want information regarding the collection of green bins. I don't want to have to phone or email anyone	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 2000. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
31/03/2018	Poor	Myaccount and lagan forms	too slow, i want to report that BARNET HAVEN'T COLLECTED BINS FOR OUR BLOCK OF 15 FLATS FOR TWO WEEKS NOW.; I PHONED ON THURSDAY AND THE GIRL SAID THEY WOULD BE OUT COLLECTING ON FRIDAY, I SAID WHAT EASTER AND SHE OH YES WE HAVE BEEN NOTIFIED THEY WERE. WELL WHAT HAPPENED TO THEM!!!!!!!!!!!!!!1 REFUSE REF 1*****8. THIS MATTER CANNOT WAIT ANY LONGER PLEASE ENSURE OUR LARGE MAIN BINS ARE EMPTIED ON A.S.AP. NO LATER THAN TUESDAY.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	<a href="https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit">https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit</a>
31/03/2018	Poor	Council Tax and Benefits	it is totally broken !!!! the session expire in seconds	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/1-Data-protection.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986</a>
31/03/2018	Poor	Parking	Doesn't answer my question about complaining about car parking policy	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html</a>