

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/05/2017	Poor	Waste & Recycling	Unresponsive	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/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=83776233.1493622769">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=83776233.1493622769</a>
01/05/2017	Poor	Council and Democracy	Lack of understanding . I am not a robot with WiFi built in . Why cant I speak to you face to face . Money money money . No human touch . Try spending money on speaking to the people you DRMAND council tax from	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
01/05/2017	Good	Waste & Recycling	Keep up the good work	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=482623173.1493625116">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=482623173.1493625116</a>
01/05/2017	Poor	Council Tax and Benefits	Needs more description	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-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=kdjUgHutMGPB2PGXNH9jUg6TWCJpTLke">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=kdjUgHutMGPB2PGXNH9jUg6TWCJpTLke</a>
01/05/2017	Good	Myaccount and lagan forms	A clear summary	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html">https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html</a>
01/05/2017	Poor	Council Tax and Benefits	It is down so I cannot enter my Account Number!	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-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=1291856739.1493632777">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=1291856739.1493632777</a>
01/05/2017	Average	Myaccount and lagan forms	Pin drop doesnt work on mobile	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
01/05/2017	Poor	Council and Democracy	make sure all dropbox lists attached to inputted postcodes contain all the addresses for that particular postcode. Mine is missing from the visitor parking vouchers section!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to parking.permits@barnet.gov.uk or ultimately you can ring us on 0208 359 7446	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=h2uw3RViK mMol3WOcluL9cSHPfixmNu1">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=h2uw3RViK mMol3WOcluL9cSHPfixmNu1</a>

01/05/2017	Average	Myaccount and lagan forms	Would help if you included a character counter so people can tell how much they need to edit out of their comments.	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/report-a-problem/form.html?lat=51.64636839769868&amp;lng=-0.18094182014465332&amp;streetId=20018000&amp;location-landmark=No+14&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1596024779.1492158604">https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64636839769868&amp;lng=-0.18094182014465332&amp;streetId=20018000&amp;location-landmark=No+14&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1596024779.1492158604</a>
01/05/2017	Poor	Myaccount and lagan forms	It won't let me continue after "describe where the problem is" - it is in various places but I can't explain as it keeps throwing me back to the map. All your website is terrible.	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
01/05/2017	Poor	Parking	Make the page easier to read	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/parking-roads-and-pavements/Parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking</a>
02/05/2017	Average	Myaccount and lagan forms	Need more than 250 characters to report a problem. Need 500	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/report-a-problem/form.html?lat=51.6149954359971&amp;lng=-0.1741933822631836&amp;streetId=20040580&amp;location-landmark=House+no.+38&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=23563659.1493704172">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6149954359971&amp;lng=-0.1741933822631836&amp;streetId=20040580&amp;location-landmark=House+no.+38&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=23563659.1493704172</a>
02/05/2017	Poor	Council Tax and Benefits	I am trying to fill that form for a while and I can never submit This is very annoying	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-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=vHhFr7aSI2ES8VuVXrAbsDe48ltgEe4L">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=vHhFr7aSI2ES8VuVXrAbsDe48ltgEe4L</a>
02/05/2017	Average	Libraries	Some information inaccurate on library closures	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/libraries/find-your-local-library/hendon.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html</a>
02/05/2017	Poor	Myaccount and lagan forms	I have made an online application for Housing Support. At the end of the application I was given an Reference No and told to ring 02083592000 to book an appointment to take documents to prove my identity etc. Telephoned above number to be told that the ref I have been given doesn't match up with the system and it is no longer necessary to make an appointment a Barnet House. This reference no and my National Insurance no are not recognised on this page either!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
02/05/2017	Poor	Schools Information	This website just sends you around in circles!! it is as useful as a chocolate teapot	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/in-year-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html</a>

02/05/2017	Good	Myaccount and lagan forms	We have a noticeable problem with rats in our rear garden. We do not know whether it is localised to our garden solely or part of a bigger problem. There is woodland at the rear of our garden backing on to Colindeep Lane and that area is continually defaced and littered with discarded takeaway food packaging. We are worried that the problem could get bigger and this is the reason why we want to draw your attention to it.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
02/05/2017	Poor	Waste & Recycling	Unable to tell me when my green bin would be collected rang the number you gave waited 20 minutes before somebody answered who then gave me the wrong date . My bin has been standing outside my front door for the last 2 weeks - can someone please let me know when it 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 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
02/05/2017	Good	Council and Democracy	I think it's fine	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/1-Data-Protection.html?mgnlFormToken=vYjaqYiWrYuSmo0Oru75wAoDw23Ylir">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/1-Data-Protection.html?mgnlFormToken=vYjaqYiWrYuSmo0Oru75wAoDw23Ylir</a>
02/05/2017	Good	Adults and Communities	Nothing	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/get-involved/People-Bank.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/get-involved/People-Bank.html</a>
02/05/2017	Good	Waste & Recycling	The gentleman on the phone today was very good and clear and responded to me immediately	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html</a>
02/05/2017	Poor	Council Tax and Benefits	It is impossible to find a phone number to actually speak to someone.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us 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>
02/05/2017	Poor	Parking	been told by your operator that the page on the website I just read her was rare !!	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/parking-roads-and-pavements/Parking/parking-permits/dispensations.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/dispensations.html</a>
02/05/2017	Good	Parking	i need one answer for my permit parking	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/builders-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/builders-permits.html</a>

02/05/2017	Poor	Myaccount and lagan forms	Didn't gave me time to load the photos	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/report-a-problem/form.html?lat=51.58076721395923&amp;lng=-0.24179577827453616&amp;streetId=20017300&amp;location-landmark=342&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1214024864.1493742007">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58076721395923&amp;lng=-0.24179577827453616&amp;streetId=20017300&amp;location-landmark=342&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1214024864.1493742007</a>
02/05/2017	Poor	Myaccount and lagan forms	I been trying send a complain, but it doesn't 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/report-a-problem/form.html?lat=51.58076721395923&amp;lng=-0.24179577827453616&amp;streetId=20017300&amp;location-landmark=342&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1214024864.1493742007">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58076721395923&amp;lng=-0.24179577827453616&amp;streetId=20017300&amp;location-landmark=342&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1214024864.1493742007</a>
02/05/2017	Poor	Waste & Recycling	This web site is like Barnet council pointless and useless	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1532988634.1493454100">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1532988634.1493454100</a>

02/05/2017	Good	Myaccount and lagan forms	Excellent!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
02/05/2017	Good	Myaccount and lagan forms	Vigilance as this particular spot is an attraction for fly tipping. Camera? Many vans parked around	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
03/05/2017	Poor	Waste & Recycling	not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
03/05/2017	Poor	Registrars	Why is the address for the Barnet Registration and Nationality Service on the page about how to register a death. Other pages on your website say that you have to go to Hendon Town Hall, another page mentions Barnet House in Whetstone. The information is unclear.	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/registering-a-death.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/registering-a-death.html</a>
03/05/2017	Poor	Council and Democracy	It is not easy to find a ward area map anywhere on this site. A postcode search to check which ward is covers a property would help.	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/council-and-community/maps-statistics-and-census-information/interactive-maps.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/interactive-maps.html</a>
03/05/2017	Good	Myaccount and lagan forms	mhblljh	Thank you for your comments	<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>

03/05/2017	Poor	Council Tax and Benefits	No (BSL )British sign language on council tax internet for Deaf .	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-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=gt9O11yAp2N8UORf5PAvlxjLJZ4aCDTI">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=gt9O11yAp2N8UORf5PAvlxjLJZ4aCDTI</a>
03/05/2017	Poor	Parking	I tried to apply for resident permit.. keep getting error message when trying to upload v5 form	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
03/05/2017	Poor	Council and Democracy	I need a phone number	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
03/05/2017	Average	Myaccount and lagan forms	Difficult to 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/report-a-problem/form.html?lat=51.64565355524252&amp;lng=-0.2104032039642334&amp;streetId=20038620&amp;location-landmark=Between+22+and+24&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1046518979.1493807605">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64565355524252&amp;lng=-0.2104032039642334&amp;streetId=20038620&amp;location-landmark=Between+22+and+24&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1046518979.1493807605</a>
03/05/2017	Average	Council Tax and Benefits	Everywhere. Especially on your phone options	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-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=8ehUVQXEetvFXGFS6Me4iDUJd85ggA1t">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=8ehUVQXEetvFXGFS6Me4iDUJd85ggA1t</a>
03/05/2017	Poor	Myaccount and lagan forms	It take a long time to get to the end point of making a complaint.	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/report-a-problem/form.html?lat=51.59594397143774&amp;lng=-0.24637699127197266&amp;streetId=20007710&amp;location-landmark=Colindale+Station+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1750972538.1493804479">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59594397143774&amp;lng=-0.24637699127197266&amp;streetId=20007710&amp;location-landmark=Colindale+Station+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1750972538.1493804479</a>
03/05/2017	Good	Council Tax and Benefits	Very easy to use, strongly recommend it!	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=leX3u3DHrTwbO2forM63WMvMeH3ivAdG">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=leX3u3DHrTwbO2forM63WMvMeH3ivAdG</a>

03/05/2017	Poor	Children's Services	There is no indication on the form that the page will be timed out after 20 minutes.	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/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=8lzKgOKFmqUwtZU9knU2SaGIW1tIL4bU">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=8lzKgOKFmqUwtZU9knU2SaGIW1tIL4bU</a>
03/05/2017	Poor	Events	No useful info. Need session time	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=58ef955f84aeb96bd76d2498&amp;view=true">https://barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=58ef955f84aeb96bd76d2498&amp;view=true</a>
03/05/2017	Poor	Homepage	Your website is totally frustrating to navigate and use as it your telephone service.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home">https://barnet.gov.uk/citizen-home</a>
03/05/2017	Poor	Parking	I can't find where to challenge the notice!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
03/05/2017	Poor	Myaccount and lagan forms	it locked up and we could not continue....	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/report-a-problem/form.html?lat=51.55948045274578&amp;lng=-0.21619677543640137&amp;streetId=20006780&amp;location-landmark=Number+1+Campion+Terrace,+near+the+junction+with+Kara+Way&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1549075679.1347713468">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.55948045274578&amp;lng=-0.21619677543640137&amp;streetId=20006780&amp;location-landmark=Number+1+Campion+Terrace,+near+the+junction+with+Kara+Way&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1549075679.1347713468</a>
03/05/2017	Average	Council Tax and Benefits	The user experience regarding the address input is not very intuitive	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-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=QIVeudYHcL4AQJ33xcCeXXftk6k3WZK">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=QIVeudYHcL4AQJ33xcCeXXftk6k3WZK</a>
03/05/2017	Poor	Children's Services	The registration requires an address in the UK ( and a valid post code) while I want to apply from abroad. I could not find a way around it. I do not see why the address is not an optional parameter.	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/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=W1S6Ei94dPqIQskaIRIP96VbltWmT1e1">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=W1S6Ei94dPqIQskaIRIP96VbltWmT1e1</a>

03/05/2017	Poor	Waste & Recycling	Page not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1807078497.1493835280">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1807078497.1493835280</a>
03/05/2017	Poor	Waste & Recycling	The query is URGENT, cannot wait 5 days for your reply as the bin needs to be collected / emptied ASAP ! SO I feel I have wasted my time filling in the form as I have now need to contact your office by telephone tomorrow ..... so I am not sure what is the point of having an the on-line form to report a problem if you do not get a prompt reply ?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1654777683.1484731423">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1654777683.1484731423</a>
03/05/2017	Poor	Myaccount and lagan forms	No email sent ever to retrieve the blocked account!!! Tried 100 times and stil nothing.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
03/05/2017	Poor	Council Tax and Benefits	not display the number	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-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>
03/05/2017	Good	Assurance	Found what I wanted.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
04/05/2017	Poor	Parks	There should be a list of events taking place in parks in next few months and information on them	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
04/05/2017	Poor	Council and Democracy	It's so hard to get a telephone number for any dept. SO FRUSTRATING	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
04/05/2017	Poor	Assurance	The register to vote page is not working	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/democracy-and-elections/elections-in-barnet.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html</a>



04/05/2017	Average	Waste & Recycling	I logged on to ascertain whether I could put de-constructed wine rack made entirely of WOOD in my blue bin. I carefully went through both your lists, i.e., what I CAN and what I must NOT put in for recycling, but WOOD did not appear in either. I realize you can't include every single kind of material here, but surely, such a common substance as wood, used in masses of home products, should not be omitted entirely?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>
04/05/2017	Poor	Myaccount and lagan forms	out of order so often	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/my-account/council-tax.html">https://barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
04/05/2017	Good	Council Tax and Benefits	it would be better if you have contact telephone number for this matter thanks	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=yDR7xCRffVPNwhoLQZV8ljz7Oq04zxC">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=yDR7xCRffVPNwhoLQZV8ljz7Oq04zxC</a>
04/05/2017	Poor	Planning & Building Control	Your building control application forms have been set out by an amateur and there is no way of saving a copy of the completed forms. Has no one tried this out before putting it online? Really, you should do better.	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/Building-notice-application/10-Data-Protection.html?mgnlFormToken=P5WwlyTB7zjWz3Mz7oc8JyBXqAdmlue">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/10-Data-Protection.html?mgnlFormToken=P5WwlyTB7zjWz3Mz7oc8JyBXqAdmlue</a>
04/05/2017	Poor	Myaccount and lagan forms	The password conditions are awful!!! I tried for 5 minutes to get a password! Ridiculous!! Why make it so hard to register? Forgot about me ever remembering the password after trying so many combinations! Really, you should review this.	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/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
04/05/2017	Poor	Search	impossible to find what I'm searching for.too many answers	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>
04/05/2017	Average	Schools Information	It would be helpful to at least put the postcode of the school directly beside the name, so that I don't have to click through every single one to see which are in my catchment. The interactive map isn't very user friendly either. Can't make sense of it. Come on, you can do much better than this.	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?_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>
04/05/2017	Poor	Planning & Building Control	I cannot copy and print it	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/Building-notice-application/10-Data-Protection.html?mgnlFormToken=acyc0q1LWcWC2wx5uydp51yo8VVklBqZ">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/10-Data-Protection.html?mgnlFormToken=acyc0q1LWcWC2wx5uydp51yo8VVklBqZ</a>

04/05/2017	Poor	Assurance	YOU DONT HAVE VOTING/ ELECTION DETAILS FOR 2017	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/democracy-and-elections/elections-in-barnet/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.html</a>
04/05/2017	Poor	Myaccount and lagan forms	The web site is NOT user friendly.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring 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>
04/05/2017	Poor	Myaccount and lagan forms	None of the following collections are shown on the map for Villiers Court: 1. Black bin collection on Wednesday 2. Green/Garden waste collection on Saturday. How long is it going to take for you to get this right?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200017394">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200017394</a>
04/05/2017	Good	Myaccount and lagan forms	Timescale to activate a repair.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62949213889937&amp;lng=-0.17240741872228682&amp;streetId=20041860&amp;location-landmark=Waitrose+Parking+entrance+from+Totteridge+Lane+n20&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=134120282.1493903807">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62949213889937&amp;lng=-0.17240741872228682&amp;streetId=20041860&amp;location-landmark=Waitrose+Parking+entrance+from+Totteridge+Lane+n20&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=134120282.1493903807</a>
04/05/2017	Poor	Schools Information	complicated cant find what im 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/schools-and-education.html">https://www.barnet.gov.uk/citizen-home/schools-and-education.html</a>
04/05/2017	Good	Myaccount and lagan forms	Good	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>
04/05/2017	Poor	Council Tax and Benefits	It does not allow for extra information. The questions asked do not allow for other details. It is not a good form.	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-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=9ELCCwQcrNO3PewDCmPobyGMwE3tQzVT">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=9ELCCwQcrNO3PewDCmPobyGMwE3tQzVT</a>
04/05/2017	Poor	Assurance	Results don't go back far enough	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/democracy-and-elections/elections-in-barnet/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.html</a>
04/05/2017	Poor	Parking	show the map of Barnet CPZ areas	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>

04/05/2017	Poor	Myaccount and lagan forms	nothing is here	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
04/05/2017	Poor	Children's Services	We are a family living in barnet borough renting a flat in cricklewood lane nw2 very expensive. We are looking to bid for council house from barnet. We ve got 3 boys 14, 12 ,11 years old .thanks to helping me how to apply for council house.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858df">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858df</a>
05/05/2017	Poor	Myaccount and lagan forms	IT NEVER WORKS. AND IS A PAIN, AND NOT USER FRIENDLY	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
05/05/2017	Poor	Myaccount and lagan forms	168 long lane ( n3 2hx) the drain badly blocked but we couldn't reach you through this website. Please if you read this messag, refer the message to the responsible department	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
05/05/2017	Poor	Environmental Health & Trading Sta	No danger warnings especially if you have very young children at home	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/asbestos.html">https://www.barnet.gov.uk/citizen-home/environmental-health/asbestos.html</a>
05/05/2017	Good	Waste & Recycling	Very smooth and easy to navigate. I can't think of any improvements to make.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=xC9qRF2E3XijLuwFQrsQvXpDlnvI74B5">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=xC9qRF2E3XijLuwFQrsQvXpDlnvI74B5</a>

05/05/2017	Good	Myaccount and lagan forms	Great easy page, really simple to navigate.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
05/05/2017	Poor	Waste & Recycling	Get this thing working. I have tried to phone the number shown to find out whether my green bin is being collected this Saturday and it was a nightmare of recorded message after message. I'm listening to the irritating music and 'call is important to us' garbage as I'm typing this. I have finally got through to a human being after 15 minutes.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
05/05/2017	Poor	Parking	I need to apply for a permit for a Courtesy Car while mine is being repaired. It was badly damaged by a car which was almost certainly travelling at a speed well in excess of the 20 mph limit. Cars and even Council vehicles seem to do this with impunity. Police CAD 9****/04*****	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
05/05/2017	Poor	Myaccount and lagan forms	Accept my password after all it's mine	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
05/05/2017	Poor	Libraries	Out of date. No mention of yet another closure which I believe will be for 3 months this summer.	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/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html</a>

05/05/2017	Poor	Waste & Recycling	This page is not user friendly	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1027668175.1481823421">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1027668175.1481823421</a>
05/05/2017	Poor	Council Tax and Benefits	No way to know why the council tax is not taken by direct debit	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html</a>
05/05/2017	Poor	Myaccount and lagan forms	Not possible to check the council tax bill	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
06/05/2017	Poor	Libraries	No direct line to Henson library, the option to contact to either Hendon library and north Finchley is non sense as it cut off after you chose. Terrible services	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=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c07">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c07</a>
06/05/2017	Poor	Council Tax and Benefits	very poor as it does not let you register for a direct debit	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html</a>
06/05/2017	Poor	Council and Democracy	opening times	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/council-and-community/contact-details-for-customer-facing-departments/mill-hill-depot.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/mill-hill-depot.html</a>
06/05/2017	Good	Council Tax and Benefits	All okay	Thank you for your comments	<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=xOQOv1s5Q1dWRgU7Q2BLigx558S9KKsc">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=xOQOv1s5Q1dWRgU7Q2BLigx558S9KKsc</a>
06/05/2017	Good	Council Tax and Benefits	No improvement needed	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=klcSb59xxScCRvq4Blhtdi0FLTHWQGTp">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=klcSb59xxScCRvq4Blhtdi0FLTHWQGTp</a>

06/05/2017	Poor	Waste & Recycling	Address without a map. Really?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>
06/05/2017	Poor	Waste & Recycling	Someone stole my bin. Don't charge me for a replacement.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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?mgnlFormToken=kBPi1xYFJRog4gnxppeFnvhODWRMIT7r">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html?mgnlFormToken=kBPi1xYFJRog4gnxppeFnvhODWRMIT7r</a>
06/05/2017	Poor	Planning & Building Control	there is a lot of jargon. is it not possible to show some kind of plan of what is intended to do in the area. maybe you have not got that far yet. Usually some kind of plan can be seen to give an idea of how the area will look.	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/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>
06/05/2017	Poor	Waste & Recycling	The bins in my area haven't been collected this Thursday night. And when I try to find out why on the website, it isn't working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
07/05/2017	Good	Parking	Very helpful	Thank you for your comments	<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>
07/05/2017	Poor	Planning & Building Control	unable to view planning applications and update on neighbour outcome click link but crashes	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/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
07/05/2017	Poor	Myaccount and lagan forms	Your website does not allow me to link my council tax reference to my address which means i am unable to manage my council tax online - emailed you about it and the email i received back did not address my specific problem but was rather a generic email telling me all the ways i can pay my council tax. Also when trying to set up a direct debit on your website it asks you the question 'Do you wish' which you can't leave blank and is unanswerable if you have a new property as when you a neither changing your bank details or payment method does not allow you to continue.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
07/05/2017	Poor	Council Tax and Benefits	Meaningless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>

07/05/2017	Poor	Waste & Recycling	Let me submit this report a bin collection missed even though I don't have a an email address	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=642069203.1492592077">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=642069203.1492592077</a>
07/05/2017	Average	Waste & Recycling	The category for lost only seemed to be the option I could choose but I wanted to stated that my green garden waste bin was in fact stolen.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=YPoOPfZ5zHqZxS98EoF4hQqxUYUIfJSL">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=YPoOPfZ5zHqZxS98EoF4hQqxUYUIfJSL</a>
07/05/2017	Poor	Council Tax and Benefits	i wanted to find out the council tax for 2016/2017 for my home as doing accounts and cant find my bill	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
07/05/2017	Poor	Myaccount and lagan forms	The system does not find my ref no	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
07/05/2017	Good	Waste & Recycling	When will I get my calendar showing me collection dates? Bin men are good and the website is useful.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
07/05/2017	Good	Council Tax and Benefits	Moving into Hendon	Thank you for your comments	<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>
07/05/2017	Good	Myaccount and lagan forms	It is fine as it is.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.613217898476&amp;lng=-0.24928802624344823&amp;streetid=20006080&amp;location-landmark=No.+43+Woodland+Ways+Nw72jp+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1319180354.1494185651">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.613217898476&amp;lng=-0.24928802624344823&amp;streetid=20006080&amp;location-landmark=No.+43+Woodland+Ways+Nw72jp+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1319180354.1494185651</a>
07/05/2017	Poor	Myaccount and lagan forms	Says I can not be found I am submitting all details correct maybe it should ask for full address instead	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>

07/05/2017	Poor	Parking	No FAQs	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/parking-roads-and-pavements/Parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html</a>
07/05/2017	Poor	Events	Nothing on page	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/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=58ef955f84aeb96bd76d2498&amp;view=true">https://barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=58ef955f84aeb96bd76d2498&amp;view=true</a>
08/05/2017	Good	Myaccount and lagan forms	There is a loose manhole cover that rattles all day and night when cars drive over it. Please can it be fixed. Thank you very much	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
08/05/2017	Poor	Myaccount and lagan forms	Not letting me describe problem	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
08/05/2017	Good	Libraries	A little more description of the statue would be good but the website is great!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/finchley-la-delivrance-and-other-statues">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/finchley-la-delivrance-and-other-statues</a>
08/05/2017	Poor	Myaccount and lagan forms	Not helpful at all very upsetting as form is not finished and don't allow me to amend	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
08/05/2017	Average	Waste & Recycling	In the mixed recycling section, there is a spelling mistake. I believe it should say "abroad" not "aboard."	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/what-happens-to-your-recycling.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/what-happens-to-your-recycling.html</a>
08/05/2017	Poor	Children's Services	Link to SCERTS not working	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/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/Specialist-Inclusion-Services.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-Inclusion-Services.html</a>
08/05/2017	Poor	Libraries	Out of date information	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/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html</a>
08/05/2017	Average	Myaccount and lagan forms	It asked me to give details and when you pressed on the 'give details' the space to write did not come up and nothing happened.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>



08/05/2017	Poor	Council Tax and Benefits	I am moving country and it won't let me input a non UK address (Ireland) and it doesn't provide any information if forwarding addresses outside UK.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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=aH2hly7wvDTC8hCNJab0dwGOf3OTFyFs">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=aH2hly7wvDTC8hCNJab0dwGOf3OTFyFs</a>
08/05/2017	Poor	Planning & Building Control	Building Regulation Link is not working	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/building-control.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control.html</a>
08/05/2017	Poor	Myaccount and lagan forms	no content	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/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
08/05/2017	Average	Assurance	Didn't answer my question re absence overseas when you have a postal vote	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/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
09/05/2017	Good	Schools Information	very helpful and straight forward	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/email-receipt.html?mgnlFormToken=KEDRENuaOqVzFazg8TrpE2jTnMleEQ9v">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/email-receipt.html?mgnlFormToken=KEDRENuaOqVzFazg8TrpE2jTnMleEQ9v</a>
09/05/2017	Average	Myaccount and lagan forms	The page has a button 'Next describe the problem' but it can not be described by using iPhone. Please pass this to street cleaning team: Conley Hatch lane pavement on the Asher Loftus Road side, outside the old people's home, has not been swept in weeks and the bin has been overflowing for days. Many thanks	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
09/05/2017	Poor	Planning & Building Control	The Conservation Officer is not listed or findable	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/conservation/Locally-Listed-Buildings.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Locally-Listed-Buildings.html</a>
09/05/2017	Poor	Libraries	This doesn't make sense - need to clarify with regards to being able to use the library during unstaffed hours.	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/libraries/find-your-local-library/burnt-oak.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/burnt-oak.html</a>
09/05/2017	Poor	Waste & Recycling	It keeps freezing	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=565526779.1493886922">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=565526779.1493886922</a>
09/05/2017	Poor	Libraries	You need to include a link to the library catalogue	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/libraries/find-your-local-library/church-end.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/church-end.html</a>

09/05/2017	Poor	Council Tax and Benefits	I would like a phone number	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
09/05/2017	Poor	Council Tax and Benefits	Speaking to a human being at the council is more difficult than seeing the Queen	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
09/05/2017	Average	Myaccount and lagan forms	Other boroughs I've lived in have better council tax websites, where you can: 1. View and download all your bills 2. See your payment schedule (past payments and future payments) Can these be added to Barnet's website?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
09/05/2017	Poor	Myaccount and lagan forms	Being able to see a valid parking permit online, even though i put in my permit details i still can't see the validity of my parking permit.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
09/05/2017	Poor	News	Monitor Adult Care personal Allowances are not open to abuse and regularly monitored with proof of receipt. Also proper care provided for carer to understand how to operate a wheelchair and identify needs-basic care 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/Barnet-to-consult-on-health-prevention-services-for-adult-social-care-.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-to-consult-on-health-prevention-services-for-adult-social-care-.html</a>
09/05/2017	Poor	Myaccount and lagan forms	I just want to register and manage my council and its not letting me	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html">https://barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
09/05/2017	Average	Registrars	Can not find the required information re. booking a civil marriage ceremony.	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=IJmSnDiRjXap3QKrIZKdH1hCZXccocJt">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=IJmSnDiRjXap3QKrIZKdH1hCZXccocJt</a>
09/05/2017	Average	Council Tax and Benefits	it's just a way of sending information , you may as well just use an email address.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Aanc70duahouaa2SZboARN2hikty5VH2">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Aanc70duahouaa2SZboARN2hikty5VH2</a>

09/05/2017	Poor	Myaccount and lagan forms	trying to report illegal dumping in Buxted road close to junction of Friern Barnet lane N11/N12. System asks where, add that then ask describe and you go backwards to original question!! THERE IS LARGE WOODEN RUBBISH ON THE PAVEMENT AT ABOVE LOCATION. TAKE 20 MINUTES TO GET TO THIS POINT AND I IMAGIEN I WILL NOW GET A WE WILL LOOK INTO IT IN 12 DAYS. !!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/report-a-problem">https://barnet.gov.uk/citizen-home/report-a-problem</a>
09/05/2017	Poor	Parking	Money generating		<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/driving-rules/box-junction-list.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/driving-rules/box-junction-list.html</a>
09/05/2017	Average	Myaccount and lagan forms	No refernce number	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60062324458292&amp;lng=-0.18813550472259521&amp;streetid=20009120&amp;location-landmark=32&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=130123362.1489848924">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60062324458292&amp;lng=-0.18813550472259521&amp;streetid=20009120&amp;location-landmark=32&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=130123362.1489848924</a>
09/05/2017	Good	Children's Services	Easy to use, information is clear and forms are easy to follow, not requesting too much personal information.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Expression-of-interest-in-fostering/email-receipt.html?mgnlFormToken=ihzF6QMvtuCXbAi2QPIFF2lupccrzcN">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Expression-of-interest-in-fostering/email-receipt.html?mgnlFormToken=ihzF6QMvtuCXbAi2QPIFF2lupccrzcN</a>

09/05/2017	Poor	Myaccount and lagan forms	I need a copy of my tax bill. I cannot see how I can download it from this page	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2018/2019&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&amp;directDebitFormLink=http://www.barnet.gov.uk/directdebit&amp;applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&amp;movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&amp;movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&amp;howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
09/05/2017	Poor	Myaccount and lagan forms	There is no information	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html">https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html</a>
09/05/2017	Poor	Environmental Health & Trading Standards	There is nothing on this page at all. No information, just the title.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html</a>
09/05/2017	Good	Council and Democracy	Very clear. Answered my question quickly and easily. Nice graphics too.	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/election-results-may2015.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/election-results-may2015.html</a>
09/05/2017	Poor	Council Tax and Benefits	The submit button doesn't appear to be working.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=0Wczvo0Qga9T9g7SHtBTutRYxN1qsxr0">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=0Wczvo0Qga9T9g7SHtBTutRYxN1qsxr0</a>

09/05/2017	Poor	Council and Democracy	Its just not very clear and maybe allow people to apply online too see if they qualify for council housing rather than having to call up	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<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>
09/05/2017	Poor	Myaccount and lagan forms	Very difficult to fit description of the problem in under 250 characters.	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
09/05/2017	Good	Libraries	Detailed info	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>
10/05/2017	Average	Council and Democracy	the form timed out in 20 minutes which was annoying.	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/email-receipt.html?mgnlFormToken=Nyxtetekoby mSIKHH3Bvqh7roR2Vvvo9mX">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=Nyxtetekoby mSIKHH3Bvqh7roR2Vvvo9mX</a>
10/05/2017	Poor	Council and Democracy	The Returning Offucer report sdould be published. These summaries exclude public information.	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/democracy-and-elections/elections-in-barnet/election-results-in-barnet/election-results-may2015.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet/election-results-may2015.html</a>
10/05/2017	Poor	Search	Provide relevant information requested.	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=unable+to+register+Fix+My+Street&amp;resultsPerPage=10&amp;page=2">https://www.barnet.gov.uk/citizen-home/search.html?keywords=unable+to+register+Fix+My+Street&amp;resultsPerPage=10&amp;page=2</a>
10/05/2017	Good	Homepage	fan b***** tastic	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
10/05/2017	Poor	Highways	I use Auto Fill to put in my address. Your website won't accept this, so I have he'd to do it all over again.	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/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries/2-Details-of-enquiry.html?mgnlFormToken=6qXxxwTn y4pELZe8CWGtJDE0yQzmx1CM">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries/2-Details-of-enquiry.html?mgnlFormToken=6qXxxwTn y4pELZe8CWGtJDE0yQzmx1CM</a>
10/05/2017	Good	Waste & Recycling	Seems very comprehensive and easy to use. Nothing to change!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ClcQMzCc3EQcrOcQ1q45QxeByBBXHrye">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ClcQMzCc3EQcrOcQ1q45QxeByBBXHrye</a>
10/05/2017	Poor	Registrars	are you gonna reply within 5 days? too long	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=rnvcR2q3BHj4l6afV36p0n9D7Fg70ul6">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=rnvcR2q3BHj4l6afV36p0n9D7Fg70ul6</a>
10/05/2017	Average	Parks	map of the walks	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?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ae3&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ae3&amp;view=true</a>

10/05/2017	Good	Council Tax and Benefits	very easy to operate it	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=Wuvs571185PsP9CgSjEQ1Jxk6P9ogrc7">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=Wuvs571185PsP9CgSjEQ1Jxk6P9ogrc7</a>
10/05/2017	Average	Waste & Recycling	Not enough options. I had to choose "my bin is damaged" whereas it is not I just want it replaced with a new model. So you need "Other"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=qco2cMAZ3xnZtfAct3bLfj2VXQBMJujP">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=qco2cMAZ3xnZtfAct3bLfj2VXQBMJujP</a>
10/05/2017	Poor	Adults and Communities	The link does not 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/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e3853284ae7c28725851cf&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e3853284ae7c28725851cf&amp;view=true</a>
10/05/2017	Average	Myaccount and lagan forms	Typed in the entire form for it to say that you are having problems with this page! Finding it increasingly difficult to report a problem!	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/report-a-problem/form.html?lat=51.584287844773826&amp;lng=-0.1615387201309204&amp;streetId=21106277&amp;location-landmark=Opposite+the+car+dealership+-+I+think+it's+outside+Wellington+Court&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1079351731.1494421509">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.584287844773826&amp;lng=-0.1615387201309204&amp;streetId=21106277&amp;location-landmark=Opposite+the+car+dealership+-+I+think+it's+outside+Wellington+Court&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1079351731.1494421509</a>
10/05/2017	Average	Myaccount and lagan forms	I would like to add more about the problem but cannot do this.	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
10/05/2017	Good	Council Tax and Benefits	h	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=WqSSVgePpb4FpPW3M3pRSc2DSNEPx5Bd">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=WqSSVgePpb4FpPW3M3pRSc2DSNEPx5Bd</a>
10/05/2017	Poor	Council Tax and Benefits	Cannot find real people just press 1, 2, 3 ect	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
10/05/2017	Good	Registrars	I hope I get my feedback from authority to under stand the procedure. Till, I can't comment. Website is perfect and informative.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=DKguUS3BQJ6M7mDP3d7PxieWzu44zM4S">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=DKguUS3BQJ6M7mDP3d7PxieWzu44zM4S</a>

10/05/2017	Poor	Council and Democracy	Where is the phone number	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	<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>
10/05/2017	Poor	Business	Wrong number listed - this number took me through to a classroom of a youth services wing. The person who answered had never heard of a Luke Ward	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/business/Entrepreneurial-Barnet.html">https://www.barnet.gov.uk/citizen-home/business/Entrepreneurial-Barnet.html</a>
10/05/2017	Average	Myaccount and lagan forms	A bit difficult to find the right address	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
10/05/2017	Poor	Myaccount and lagan forms	Doeesn't let me input the details of the problem	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
10/05/2017	Poor	Assurance	Under the Title Find out more the links take you to a sing-on page! No indication that the details require id and password, or how to obtain this credentials.	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/democracy-and-elections/elections-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
10/05/2017	Poor	Assurance	Link to "register to vote" is not working. We are only a month away from a general election and people need to know if they are registered, particularly given Barnet's recent record at administration during elections.	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/democracy-and-elections/elections-in-barnet.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html</a>
10/05/2017	Poor	Search	of no help at all	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=retirement+housing">https://www.barnet.gov.uk/citizen-home/search.html?keywords=retirement+housing</a>
11/05/2017	Poor	Libraries	Except where they fail to provide high-quality service, Barnet's libraries should be protected from budget cuts and automation. They are vital community hubs. They are centers for learning for young and old; - not a soft target for the so-called 'solving' of problems from wastage and greed elsewhere. Compromising libraries is surely a poor model for optimizing the use of resources. Instead, Barnet's libraries should properly be invested in and their use promoted to enrich the population culturally. C.f. Carnegie.	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/libraries/barnet-libraries-changing/change-reasons.html">https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/change-reasons.html</a>
11/05/2017	Poor	Assurance	I am trying to take the previous tenant off my new address. The election helpline number advised me to email or write, but I cannot get access to the email and am unable to send a letter as I am immobile due to cancer treatment and cannot walk. I don't drive either. I am now going to give up!	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/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy</a>

11/05/2017	Good	Waste & Recycling	Easy to use	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=m8gneaMMlCtQpojLlqO06BOJaQ2G5CsE">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=m8gneaMMlCtQpojLlqO06BOJaQ2G5CsE</a>
11/05/2017	Average	Council Tax and Benefits	Did not give the option to leave forwarding address blank, as this is not certain in most peoples cases it should be optional.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=GdH9K02anEOxt62E7dbJ9Oq3VMe2Vbly">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=GdH9K02anEOxt62E7dbJ9Oq3VMe2Vbly</a>
11/05/2017	Poor	Myaccount and lagan forms	Trying to report a street lighting problem but receive no help, no options	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
11/05/2017	Poor	Waste & Recycling	details would be useful	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
11/05/2017	Poor	Planning & Building Control	For God's sake use a database system that stores information entered in web forms for longer than 20 minutes. Don't make people start all over again: that's deliberately backward and can only be designed to irritate. Also, provide ONE map that shows all of your conservation areas in context, or an address lookup, or preferably both. How are people supposed to easily find out whether they are in a conservation area?	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/Prior-Notification-of-Householder-Extension.html?mgnlFormToken=vqYREq2Pt78HkRU6Al7dVyc2CKsXVMKT">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html?mgnlFormToken=vqYREq2Pt78HkRU6Al7dVyc2CKsXVMKT</a>
11/05/2017	Average	Libraries	Need more info about the library. 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/libraries/find-your-local-library/golders-green.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/golders-green.html</a>
11/05/2017	Poor	Waste & Recycling	I am unable to select my address after entering my postcode. I am using an Android tablet.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>



11/05/2017	Poor	Myaccount and lagan forms	NO TRACE OF MY BENEFIT	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Benefits team on 0208 359 2111	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2017/2018&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;notfiyUsLink=/dam/jcr:28f69ac2-43fd-4b96-b499-df363bfb768b/COC_Form.pdf&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civicahosting.co.uk/eGovHub/Viewer/Org/Production/Apps/HBNewClaim/Launch.aspx&amp;changeAddressLink=/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address.html&amp;dhpLink=/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-get-extra-help-to-pay-your-rent.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2017/2018&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;notfiyUsLink=/dam/jcr:28f69ac2-43fd-4b96-b499-df363bfb768b/COC_Form.pdf&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civicahosting.co.uk/eGovHub/Viewer/Org/Production/Apps/HBNewClaim/Launch.aspx&amp;changeAddressLink=/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address.html&amp;dhpLink=/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-get-extra-help-to-pay-your-rent.html</a>
11/05/2017	Average	Children's Services	It would be nice to be able to add additional delegates without having to re-enter the information all over again.	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/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=OuCSTUgQvXGvs5Hz3h3N0N1tjrWVc5t">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=OuCSTUgQvXGvs5Hz3h3N0N1tjrWVc5t</a>
11/05/2017	Poor	Parking	Impossible to read the CPZ map to find out the times for parking restrictions in particular roads.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
11/05/2017	Average	Children's Services	the time to respond the enquire, 10 working day is a long time	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/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=cSSOBp7GB1P9eTGrhzlzlSFJ37idskv">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=cSSOBp7GB1P9eTGrhzlzlSFJ37idskv</a>
11/05/2017	Poor	Parking	How to cancel a parking permit if moving house?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
11/05/2017	Poor	Waste & Recycling	If a bin is taken, no option to choose	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=INTvZvBYOb2dOIS9l6MstbsTXA84xf8n">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=INTvZvBYOb2dOIS9l6MstbsTXA84xf8n</a>

11/05/2017	Poor	Council and Democracy	Information out of date	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/governance/council-information/new-starters-welcome/Assurance-Group/Electoral-Services.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/new-starters-welcome/Assurance-Group/Electoral-Services.html</a>
11/05/2017	Poor	Myaccount and lagan forms	address details not found in the data base.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
11/05/2017	Average	Council Tax and Benefits	There was no option to add a second name on the council tax.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=3acb5ExgP1YNO45qxUYSV0BipE6xFD4k">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=3acb5ExgP1YNO45qxUYSV0BipE6xFD4k</a>
11/05/2017	Poor	News	Links not working. Going to a login 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/news/General-election-statements-of-persons-nominated.html">https://www.barnet.gov.uk/citizen-home/news/General-election-statements-of-persons-nominated.html</a>
11/05/2017	Poor	News	screen comes upwith log in for Magnolia	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/General-election-statements-of-persons-nominated.html">https://www.barnet.gov.uk/citizen-home/news/General-election-statements-of-persons-nominated.html</a>
12/05/2017	Average	Business	I'm a landlord requesting you to deal with mice in one of my properties. The on-line form does not allow me to indicate this!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=UCOfNk8nRfFm7x6pU86CV4h1ASYJbKKKd">https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=UCOfNk8nRfFm7x6pU86CV4h1ASYJbKKKd</a>
12/05/2017	Good	Council and Democracy	Its so easy to finding what to do, i give????	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/4-Nature-of-contact.html?mgnlFormToken=z9rn1fDiA1lvrWn5hJ7nUQ8rACir3sk">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/4-Nature-of-contact.html?mgnlFormToken=z9rn1fDiA1lvrWn5hJ7nUQ8rACir3sk</a>
12/05/2017	Good	Council and Democracy	To me this is excellent	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=z9rn1fDiA1lvrWn5hJ7nUQ8rACir3sk">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=z9rn1fDiA1lvrWn5hJ7nUQ8rACir3sk</a>
12/05/2017	Good	Parking	You've made it better but can do more improvements on parking it's sometimes a mind field to locate info...	Thank you for your comments	<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>
12/05/2017	Poor	Assurance	no information on what to do if you have moved	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/democracy-and-elections/elections-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>

12/05/2017	Good	Registrars	Very swish site. Thank you.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=6Gkzhjs4NmEN0eKcyuf1GVvE1vy2JqUg">https://barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=6Gkzhjs4NmEN0eKcyuf1GVvE1vy2JqUg</a>
12/05/2017	Poor	Myaccount and lagan forms	I purchased new permits for vehicles at this address and am unable to update permit details on the Barnet website?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html?contactName=Parking&amp;contactEmail=parking.permits@barnet.gov.uk&amp;oldPersonsFreedomPassLink=/citizen-home/adult-social-care/advice-and-support/transport-options/freedom-pass-for-older-and-disabled-people.html&amp;disabledFreedomPassLink=/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html&amp;trafWebLink=http://www.barnettraffweb.co.uk&amp;contactTel=020+8359+7446&amp;pinSent=true&amp;citizenEmail=wynds1@sky.com">https://www.barnet.gov.uk/citizen-home/my-account/parking.html?contactName=Parking&amp;contactEmail=parking.permits@barnet.gov.uk&amp;oldPersonsFreedomPassLink=/citizen-home/adult-social-care/advice-and-support/transport-options/freedom-pass-for-older-and-disabled-people.html&amp;disabledFreedomPassLink=/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html&amp;trafWebLink=http://www.barnettraffweb.co.uk&amp;contactTel=020+8359+7446&amp;pinSent=true&amp;citizenEmail=wynds1@sky.com</a>
12/05/2017	Poor	Waste & Recycling	Not user friendly at all	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
12/05/2017	Good	Waste & Recycling	found it all very easy	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ww6SYXOh1LrYTxdVzvhzf3pF2qnaxU1">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ww6SYXOh1LrYTxdVzvhzf3pF2qnaxU1</a>
12/05/2017	Poor	Waste & Recycling	AWFUL SITE - I HAVE CALLED THE NUMBER AND IT HAS REFERRED ME BACK TO THE WEBSITE AND WHEN I TRY TO REPORT A NON COLLECTION OF FOOD, I CANNOT CLICK ON THE YES OPTION AND INSTEAD IT SAYS NO THIS IS NOT THE BIN I WANT TO REPORT! GET IT SORTED BARNET - IT'S NOT THAT DIFFICULT AND ONLY ADDS TO MY PREVIOUS CONVICTION OF WHAT DREADFUL SERVICES YOU PROVIDE.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=7647796.1494594875">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=7647796.1494594875</a>
12/05/2017	Average	Waste & Recycling	The selection process for bin type is cumbersome.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1378564073.1445017374">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1378564073.1445017374</a>

12/05/2017	Good	Waste & Recycling	Please do a list of bins/colours separately so that just the bin that has been stolen can be replaced. I only need a blue recycle bin but there is no way to opt for just one coloured bin.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=cvajiZX00ljGimLrmH8JRnMsyiCXRDBI">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=cvajiZX00ljGimLrmH8JRnMsyiCXRDBI</a>
12/05/2017	Good	Waste & Recycling	Live chat so I know if my complaint will actually be dealt with.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=622336940.1491536919">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=622336940.1491536919</a>
12/05/2017	Poor	Waste & Recycling	There is no place to report a lazy bin collector who half empties the bins and throws them randomly in the centre of the pavement not near the correct house with the lid open to fill with rain. Collection Uphill Grove area NW7 12.05/17. This is an ongoing situation with just one team.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>
13/05/2017	Average	Myaccount and lagan forms	It would be useful if someone reporting a road hazard/fly tipping etc. could be contacted if the problem was not resolved with some information as to why the problem could not be resolved.	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/report-a-problem/form.html?lat=51.56152146894412&amp;lng=-0.19883215427398682&amp;streetId=20008880&amp;location-landmark=The+Vicarage&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56152146894412&amp;lng=-0.19883215427398682&amp;streetId=20008880&amp;location-landmark=The+Vicarage&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=</a>
13/05/2017	Poor	Myaccount and lagan forms	buttons dont 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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
13/05/2017	Good	Waste & Recycling	Bin men came happy	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a>
13/05/2017	Good	Children's Services	n/a	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Email-receipt.html?mgnlFormToken=S7OZwbva2AVRgFJCP7568naSjhZZM0ME">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Email-receipt.html?mgnlFormToken=S7OZwbva2AVRgFJCP7568naSjhZZM0ME</a>
13/05/2017	Poor	Council and Democracy	List of candidates not posted	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/democracy-and-elections/elections-in-barnet/general-election-2017.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html</a>

13/05/2017	Poor	Business	I can't find any info about how I can submit the application, If I can send it or if I would need to apply on the offices. I don't understand as well how to pay the fee, is a postal order ok?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://services-for-schools-uat.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/personal-licences.html">https://services-for-schools-uat.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/personal-licences.html</a>
13/05/2017	Poor	Waste & Recycling	The page does not tell you if you are completely finished, just kept reloading same page,when it tells you to confirm	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1516460443.1493465607">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1516460443.1493465607</a>
13/05/2017	Poor	Libraries	stop closing our f*****g libraries		<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>
14/05/2017	Poor	Council and Democracy	"Lists of candidates will be published here by 12 May 2016."	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/democracy-and-elections/elections-in-barnet/general-election-2017.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html</a>
14/05/2017	Good	Waste & Recycling	its great	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre/what-we-recycle.html</a>
14/05/2017	Poor	Myaccount and lagan forms	Since I registered, I have tried to active my account but i am not able to do that. The IT team is not responding to my complain at all.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
14/05/2017	Average	Waste & Recycling	This is the 2nd time since middle of April that the green bins in this street have not been 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 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1204241565.1483046315">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1204241565.1483046315</a>
14/05/2017	Poor	Myaccount and lagan forms	not user friendly. tried to view my account and followed instructions, entered the details of my permit number and pin number and was un successful. Gave up in the end.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
14/05/2017	Average	Libraries	There is no information as to how you can extend the date on a book you have on loan from the library or who to contact with any queries.	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/libraries/barnet-libraries-changing/temporary-closure-schedule.html">https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html</a>

14/05/2017	Poor	Waste & Recycling	Didn't seem to be working.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1367666488.1491221835">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1367666488.1491221835</a>
14/05/2017	Poor	Myaccount and lagan forms	Terrible cronky website.....just about everything is double difficult. I'll have to phone as usual.	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/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>
14/05/2017	Good	Homepage	Nice and easy in the eye. I managed to get my answer.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home">https://barnet.gov.uk/citizen-home</a>
14/05/2017	Poor	Search	Make this website user friendly rather than looking like it's been hacked when I assume it hasn't.	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=Disabled+parking">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Disabled+parking</a>
14/05/2017	Good	Homepage	Looking good	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home">https://barnet.gov.uk/citizen-home</a>
14/05/2017	Poor	Libraries	Not closing the library for such a RIDICULOUS amount of time!!!	We are sorry for the inconvenience caused. Thank you for your comments.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html">https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html</a>
14/05/2017	Poor	Adults and Communities	Dear Sir/Madam, As I've completed out the form I discovered questions in which had nothing to do about making a complaint; Why does my race and sexuality matter when I'm complaining? These are the things which causes diverse & antisocial behaviour! Sort it out guys!	We are sorry for the inconvenience caused. Thank you for your comments. Such data is collected in order to better understand the demographics of the borough.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=JyPi6QLXaOFV3FwjXLS5NquWl5RtBXqv">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=JyPi6QLXaOFV3FwjXLS5NquWl5RtBXqv</a>
15/05/2017	Poor	Events	There is no time specified.	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/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=55e9b41184aecd1013e25cdc">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=55e9b41184aecd1013e25cdc</a>
15/05/2017	Poor	Council and Democracy	Your website sends me round and round in circles. Why do Libraries not feature in the drop-down menu of Services. surely libraries are an important service.	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/Contact-the-council/email-receipt.html?mgnlFormToken=Ceg84PQmCDOsq3H2t9r6bDf99mFxFBE">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=Ceg84PQmCDOsq3H2t9r6bDf99mFxFBE</a>
15/05/2017	Average	Council and Democracy	does not give you further details like how to fax your applications if your are living overseas	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/proxy-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/proxy-faq.html</a>
15/05/2017	Poor	Myaccount and lagan forms	It's absolutely terrible! Can't find what I'm looking for and when I call I keep getting disconnected. Terrible service!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/my-account/my-area.html">https://barnet.gov.uk/citizen-home/my-account/my-area.html</a>

15/05/2017	Good	Waste & Recycling	I would have liked a space where I can leave comment.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=996092038.1494842835">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=996092038.1494842835</a>
15/05/2017	Poor	Council Tax and Benefits	Not very user friendly at all	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html</a>
15/05/2017	Poor	Download	awful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html">https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html</a>
15/05/2017	Poor	Myaccount and lagan forms	my problem does not fit any category - why not have "other"?	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/report-a-problem/form.html?lat=51.61390618725065&amp;lng=-0.15187740325927734&amp;streetid=20040270&amp;location-landmark=junction+with+Friern+Barnet+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=472838802.1477674617">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61390618725065&amp;lng=-0.15187740325927734&amp;streetid=20040270&amp;location-landmark=junction+with+Friern+Barnet+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=472838802.1477674617</a>
15/05/2017	Poor	Myaccount and lagan forms	awkward and not user friendly - no other category. No option to edit location.	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/report-a-problem/form.html?lat=51.61390618725065&amp;lng=-0.15187740325927734&amp;streetid=20040270&amp;location-landmark=junction+with+Friern+Barnet+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=472838802.1477674617">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61390618725065&amp;lng=-0.15187740325927734&amp;streetid=20040270&amp;location-landmark=junction+with+Friern+Barnet+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=472838802.1477674617</a>
15/05/2017	Poor	Council Tax and Benefits	doesnt help at all you just wasting my valuable time	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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=fPgplHSTpqO1JYcRNzGktKPOdrSPGIIIT">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=fPgplHSTpqO1JYcRNzGktKPOdrSPGIIIT</a>

15/05/2017	Good	Planning & Building Control	Quite easy to use as a form. Just caught out once by using back button, which did not save what had just been entered.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=Dvyz3mLMfWH8Q0lqeZVzOZMSsLlzl30S">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=Dvyz3mLMfWH8Q0lqeZVzOZMSsLlzl30S</a>
15/05/2017	Poor	Parking	I want to challenge a parking ticket. The page only tells me how to pay a parking charge. Useless. As is most of Barnet outsourced systems	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
15/05/2017	Poor	Myaccount and lagan forms	Absolutely appalling how we are unable to speak to an agent and are forced to use a website that doesnt answer my questions! This is a disgrace!	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/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/05/2017	Poor	Waste & Recycling	Not recognising correct postcode	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=XQdM1S5dTZOxhuqDW2BjY0OoeBg67R7N">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=XQdM1S5dTZOxhuqDW2BjY0OoeBg67R7N</a>
15/05/2017	Poor	Children's Services	User unfriendly. Unable to complete 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/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=ZluYxs64EPbhRJCL87WSvdTD4MhajWLL">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=ZluYxs64EPbhRJCL87WSvdTD4MhajWLL</a>
15/05/2017	Poor	Myaccount and lagan forms	this has been down for weeks now. what is going on?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html">https://barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
15/05/2017	Average	Registrars	No information or pictures about marriage in Hendon Town Hall	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/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html</a>
15/05/2017	Poor	Myaccount and lagan forms	I have entered a password which met the minimum requirement Upper Case, Lower Case and Numerics but it was rejected. Either the system or the guidance is flawed - kindly correct.	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/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
15/05/2017	Poor	Waste & Recycling	there was no reason for omitting to collect it It is nearly full and it will start to smell I cannot wait until next week for my food bin to 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 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1413086584.1494871413">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1413086584.1494871413</a>



15/05/2017	Poor	Waste & Recycling	"We are updating this site" - As indeed you have been for 4 or more weeks now! Currently, it is therefore next to useless	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
16/05/2017	Poor	Children's Services	Hi, the information on this page is out of date. Im a volunteer with edgware sea cadets and would like to update the information. please email me at c*****@gm***.***m	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c28725857c4">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c28725857c4</a>
16/05/2017	Good	Search	les	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
16/05/2017	Poor	Waste & Recycling	Perhaps have the page up and running. Last time I looked it wasn't working 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 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
16/05/2017	Poor	Council Tax and Benefits	too few options - like the phone service	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
16/05/2017	Average	Council and Democracy	no contact us email address for housing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
16/05/2017	Poor	Myaccount and lagan forms	It would be nice to speak tp someone on the phone. The phone system is unusable.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
16/05/2017	Poor	Libraries	You evil b****s have destroyed our library service, b****d sc****s.		<a href="https://barnet.gov.uk/citizen-home/libraries/library-opening-times.html">https://barnet.gov.uk/citizen-home/libraries/library-opening-times.html</a>
16/05/2017	Poor	Myaccount and lagan forms	The number given to call to resolve issues refers back to the site and then hangs up.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
16/05/2017	Good	Planning & Building Control	It is straight forward and easy procedure.	Thank you for your comments	<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=xqKWq1nI0PgJjCRKPI7i7B0nd0AfrlI6">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=xqKWq1nI0PgJjCRKPI7i7B0nd0AfrlI6</a>

16/05/2017	Poor	Parks	would like to know if I can report a trouble some tree near my home that diceased with sticky matter that covers my car and pathment	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html</a>
16/05/2017	Good	Uncategorised	Test Comment	Thank you for your comments	N/A
16/05/2017	Poor	Children's Services	All expired events	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/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html</a>
16/05/2017	Poor	Registrars	does not give enough details like family member of european national like all other bouroughs	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/citizenship-and-nationality/eea-pr-checking-service.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html</a>
16/05/2017	Poor	Council and Democracy	Out of date	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/democracy-and-elections/elections-in-barnet/general-election-2017">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017</a>
16/05/2017	Poor	Children's Services	This information is out of date and the phone number is wrong.	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/children-young-people-and-families/childcare/childrens-centres/underhill.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/underhill.html</a>
16/05/2017	Good	Council Tax and Benefits	good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html</a>
16/05/2017	Good	Myaccount and lagan forms	Easy to use	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/my-account/my-area.html">https://barnet.gov.uk/citizen-home/my-account/my-area.html</a>
16/05/2017	Good	Myaccount and lagan forms	Easy to use	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>
16/05/2017	Good	Waste & Recycling	Not as many links or diversions	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=705297493.1494963391">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=705297493.1494963391</a>
16/05/2017	Good	Parking	Easy read	Thank you for your comments	<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>
16/05/2017	Poor	Schools Information	the website times out after 20mins however it does not warn 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/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=9DrNROi2MrRDyMopmdDohygpQng1VwPa">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=9DrNROi2MrRDyMopmdDohygpQng1VwPa</a>

17/05/2017	Poor	Search	Town And Country Planning Act 1990. I received notification yesterday (May 16th) of a planning application at 101 Dryfield Road. The notification gave me a reference I could use to view the application: 17/2373/HSE. When typing this reference into the search window it produced over NINE THOUSAND hits. Something's wrong somewhere. Entering the house address of 101 Dryfield Road produced over TWELVE THOUSAND hits. Is this a way or discouraging people from viewing planning applications??!!	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=17/2373/HSE">https://www.barnet.gov.uk/citizen-home/search.html?keywords=17/2373/HSE</a>
17/05/2017	Poor	Council and Democracy	Tells you to post your proxy application but no address to send to.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/proxy-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/proxy-faq.html</a>
17/05/2017	Poor	Council Tax and Benefits	Too general/ could add numbers to call to contact barnet council	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
17/05/2017	Good	Waste & Recycling	I am always frustrated when I call a service and am led through a long tree of recorded options, only to have the service hang up on me before I can speak to a real human. I think this is a disgrace; however I am satisfied with my web service today.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=y5OaQFIB4hag5suYf9KtVToz7wGzAJE5">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=y5OaQFIB4hag5suYf9KtVToz7wGzAJE5</a>
17/05/2017	Good	Council Tax and Benefits	easy to use	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=pEZPzC3fbxhCfEYJVkA7b1J0fECR13Jy">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=pEZPzC3fbxhCfEYJVkA7b1J0fECR13Jy</a>
17/05/2017	Poor	Children's Services	I am looking for contact details - how to contact the service I require. It is IMPOSSIBLE to find this basic information!!	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/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/Specialist-Inclusion-Services.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-Inclusion-Services.html</a>
17/05/2017	Poor	Council Tax and Benefits	I need a simple link where I can send documents via email	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html</a>
17/05/2017	Good	Myaccount and lagan forms	nothing at the moment i can think of	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200198960">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200198960</a>

17/05/2017	Poor	Council Tax and Benefits	It is a disgrace that uninhabitable properties undergoing major renovations are not eligible for exemption from council tax even if the owners are paying council tax on another property they are forced to live in, within Barnet, whilst structural & renovation work is carried out.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html</a>
17/05/2017	Poor	Council and Democracy	no information about my request	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
17/05/2017	Good	Libraries	It took me a time to find the page where I could make a reservation. It was quite clear once I had found it.	Thank you for your comments	<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 an item&amp;client-id=721964478.1495032091">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 an item&amp;client-id=721964478.1495032091</a>
17/05/2017	Poor	Planning & Building Control	I am looking for the demolition notice form and you inform me that it needs to be filled in by the person intending to undertake the demolition.	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.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Demolition-notice.html</a>
17/05/2017	Poor	Council Tax and Benefits	A simple question cannot be answered and your phone line is all automated. Further to this your website doesn't even work. Appalling service.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
17/05/2017	Poor	Myaccount and lagan forms	It was very unclear how to progress through the sequence of stages when reporting my problem, also the page would take you back to the very beginning with no explanation.	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/report-a-problem/form.html?lat=51.57851304043556&amp;lng=-0.24348020553588867&amp;streetid=20028720&amp;location-landmark=between+the+block+of+flat+and+the+houses+in+Marriott's+close+near+house+no+6&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1575946602.1495021254">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57851304043556&amp;lng=-0.24348020553588867&amp;streetid=20028720&amp;location-landmark=between+the+block+of+flat+and+the+houses+in+Marriott's+close+near+house+no+6&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1575946602.1495021254</a>
17/05/2017	Poor	Waste & Recycling	Be available to use not closed "for maintenance"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html</a>
17/05/2017	Poor	Council Tax and Benefits	Form not available	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>

17/05/2017	Poor	Council Tax and Benefits	Down for maintenance!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
17/05/2017	Poor	Waste & Recycling	When is my bin 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 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
18/05/2017	Poor	Waste & Recycling	It doesn't work!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
18/05/2017	Poor	Myaccount and lagan forms	Where do you type wha the problem is??	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
18/05/2017	Poor	Council Tax and Benefits	All the forms are unavailable but this one!! And no other options are provided!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
18/05/2017	Poor	Myaccount and lagan forms	It's not loading	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62545022794732&amp;lng=-0.17063140869140625&amp;streetid=20016720&amp;location-landmark=Links+Court+%&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1117536654.1481655003">https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62545022794732&amp;lng=-0.17063140869140625&amp;streetid=20016720&amp;location-landmark=Links+Court+%&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1117536654.1481655003</a>
18/05/2017	Poor	Myaccount and lagan forms	can't fine address and just went blank after I submitted it	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/profile.html?token=6fa470e6-8cd3-40a6-b009-0237692cbb81">https://www.barnet.gov.uk/citizen-home/profile.html?token=6fa470e6-8cd3-40a6-b009-0237692cbb81</a>
18/05/2017	Poor	Myaccount and lagan forms	Cant find address from POST CODE then just go's blank after summiting	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/profile.html?token=6fa470e6-8cd3-40a6-b009-0237692cbb81">https://www.barnet.gov.uk/citizen-home/profile.html?token=6fa470e6-8cd3-40a6-b009-0237692cbb81</a>

18/05/2017	Poor	Council Tax and Benefits	Website down	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
18/05/2017	Poor	Council Tax and Benefits	form doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
18/05/2017	Good	Schools Information	Thanks All is good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/email-receipt.html?mgnlFormToken=bmxCKINXJnfecg5v66qeeOT03NLBeAFe">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-to-an-infant-class-(reception-to-year-2)/email-receipt.html?mgnlFormToken=bmxCKINXJnfecg5v66qeeOT03NLBeAFe</a>
18/05/2017	Poor	Planning & Building Control	you do not specifically ask for a post code	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/Full-Plans-application/3-Applicants-details-(owner).html?mgnlFormToken=DnaMjXDjUmQ1mZz8hzWUbjPo21sGePWY">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/3-Applicants-details-(owner).html?mgnlFormToken=DnaMjXDjUmQ1mZz8hzWUbjPo21sGePWY</a>
18/05/2017	Poor	Assurance	I have been told to remove myself from old address on this email erobarnet.gov.uk but am unable to access this - it keeps taking me through to Barnet.gov.uk. Please can you remove me from my previous address. I have registered at my new address	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html</a>
18/05/2017	Poor	Waste & Recycling	It says session expired even though I just arrived at the page!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnetscb.org/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=3UUVdfRmOFFPa2AXcRMaQVpkhRJtb134">https://www.barnetscb.org/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=3UUVdfRmOFFPa2AXcRMaQVpkhRJtb134</a>
18/05/2017	Poor	Children's Services	Short breaks application form timed out without any warning and doesn't automatically save information. Not a well thought out process for carers to fill in a form.	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/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=nSt57VcyRBSRQHZlJ0ubApynwiojt4aL">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=nSt57VcyRBSRQHZlJ0ubApynwiojt4aL</a>
18/05/2017	Poor	Parking	the download section is empty. I have applied for a permit which has been granted and still there is no where for me to download the confirmation except the reference no. and pin no. which lead to an interface which is even poorer than the site designed.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>

18/05/2017	Good	Children's Services	marvellous site! and so easy to apply. keep up the good work, Barnet!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/join-family-services-workforce">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/join-family-services-workforce</a>
18/05/2017	Good	Council Tax and Benefits	Very easy to use & understand	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=iFFPj4y29BxMWaNMpG50dTWm6SMax5eX">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=iFFPj4y29BxMWaNMpG50dTWm6SMax5eX</a>
18/05/2017	Poor	Children's Services	Completed forms should be saved automatically!	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/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>
18/05/2017	Poor	Adults and Communities	Can't find any numbers easily	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/adult-social-care/welcome-to-carers/carer-support.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/welcome-to-carers/carer-support.html</a>
18/05/2017	Poor	Council and Democracy	dosent explain how to make a complaint about a neighbour.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring 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>
18/05/2017	Poor	Council Tax and Benefits	Not intuitive and not enough options	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
18/05/2017	Poor	Libraries	Got this error Unfortunately we are currently having problems with this part of the website. Please email us at <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> to tell us which form and what page this error has occurred on. We apologise for any inconvenience caused.	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/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=684522077.1495132010">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=684522077.1495132010</a>
19/05/2017	Poor	Registrars	More information. Photos. Details	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/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html</a>
19/05/2017	Poor	Council Tax and Benefits	Wasnt relevant	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding</a>
19/05/2017	Poor	Environmental Health & Trading Sta	no links embedded for reporting an issue	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/environmental-health/noise/loud-parties.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/loud-parties.html</a>

19/05/2017	Poor	Council Tax and Benefits	This service is very bad overall. You don't reply to email queries or form submissions. When we try to call, we only have automatic messages telling us to do everything by ourselves online. I sent a form 10 days ago, called, was told to send a form. I've already done it, thank you. Not to mention a query sent in March which wasn't taken into account. Just infuriating.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
19/05/2017	Good	Children's Services	This is the best and easiest website to navigate since i have been applying for jobs and I have applied for lots of jobs. I cannot think of how it could be improved.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Email-receipt.html?mgnlFormToken=7OLc3mjy0TiNbqZUWSVdb8lxlEXiHAOs">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Email-receipt.html?mgnlFormToken=7OLc3mjy0TiNbqZUWSVdb8lxlEXiHAOs</a>
19/05/2017	Poor	Planning & Building Control	Too slow to upload drawings	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/Full-Plans-application/10-Conditions-and-Completion-Certificate.html?mgnlFormToken=RK6adWiAPGmPcrNfPt0eu7Ufq6brry">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/10-Conditions-and-Completion-Certificate.html?mgnlFormToken=RK6adWiAPGmPcrNfPt0eu7Ufq6brry</a>
19/05/2017	Poor	Adults and Communities	There is no contact number for the blue badge team	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/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html</a>
19/05/2017	Poor	Children's Services	Materials should be kept up to date. Mentions only standard enquiries	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/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=Jox4yyimwKEBHjdW6YB8egoUAAadogKcw">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=Jox4yyimwKEBHjdW6YB8egoUAAadogKcw</a>
19/05/2017	Poor	Libraries	All I wanted was opening hours!	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=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c09">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c09</a>
19/05/2017	Poor	Myaccount and lagan forms	address data base for council tax is not matching or cross ref council tax numbers.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
19/05/2017	Average	Waste & Recycling	Not very helpful	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>



19/05/2017	Poor	Uncategorised	All I would like is to find out the next green bin collection fir chase way N14. I have tried phoning but got an automated service which referred me back to the website. Can anyone help please.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://websurveys.govmetric.com/theme/gm/1511?Q_RATINGID=4">https://websurveys.govmetric.com/theme/gm/1511?Q_RATINGID=4</a>
19/05/2017	Good	Parking	How do I get discount?	Thank you for your comments	<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>
19/05/2017	Good	Waste & Recycling	Nice and easy nothing to improve	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a>
19/05/2017	Poor	Waste & Recycling	I am unable to send this screen to you. It wants more information marked with ** but there is none to fill in. Is this why the blue bin has not been emptied this week. Last week was two days late, now this week is four days late and counting.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1980650923.1492444880">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1980650923.1492444880</a>
19/05/2017	Average	Council and Democracy	works should be done properly in the first place, or being constructed in a rich state to avoid poor re occurring repairs later on in time.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=kip6CoD0uaOOj5BKifTrisX6bcOdI504">https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=kip6CoD0uaOOj5BKifTrisX6bcOdI504</a>
20/05/2017	Poor	Children's Services	Doesn't give you enough informatiom	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/children-young-people-and-families/children-and-young-people-with-disabilities/disabled-childrens-register.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/children-and-young-people-with-disabilities/disabled-childrens-register.html</a>
20/05/2017	Poor	Myaccount and lagan forms	It would be good to have a printable version of the callendar	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200128360">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200128360</a>
20/05/2017	Poor	Council Tax and Benefits	Unavigable	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html</a>

20/05/2017	Poor	Myaccount and lagan forms	Will not allow photos to be uploaded	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60258018220713&amp;lng=-0.26710083218858927&amp;streetId=20013460&amp;location-landmark=East+road..Old+guidance+centre+ground&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=283086400.1495274822">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60258018220713&amp;lng=-0.26710083218858927&amp;streetId=20013460&amp;location-landmark=East+road..Old+guidance+centre+ground&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=283086400.1495274822</a>
20/05/2017	Poor	Myaccount and lagan forms	dffd		<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.678875570305564&amp;lng=-0.10007858276367188&amp;streetId=20009100&amp;location-landmark=94&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=404307386.1493152521">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.678875570305564&amp;lng=-0.10007858276367188&amp;streetId=20009100&amp;location-landmark=94&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=404307386.1493152521</a>
20/05/2017	Average	Myaccount and lagan forms	na		<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.678875570305564&amp;lng=-0.10007858276367188&amp;streetId=20009100&amp;location-landmark=94&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=404307386.1493152521">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.678875570305564&amp;lng=-0.10007858276367188&amp;streetId=20009100&amp;location-landmark=94&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=404307386.1493152521</a>
20/05/2017	Poor	Myaccount and lagan forms	Need to complain about blocked driveway, it is nowhere to be found	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
20/05/2017	Good	Waste & Recycling	The website is a friendly user experience.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=qT6PzyeGVihjSYL3RW4HXEjNvjXrSc1l">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=qT6PzyeGVihjSYL3RW4HXEjNvjXrSc1l</a>
20/05/2017	Poor	Libraries	stop closing our *****g libraries		<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>
20/05/2017	Poor	Business	The contact number is not up to date	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/business/forms/Trading-Standards-Licensing-enforcement-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints.html</a>
20/05/2017	Poor	Planning & Building Control	Yet again the barnet planning portal is down and i can not access/view plans for raeabarn properties	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/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>

20/05/2017	Poor	Homepage	S***e		<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
20/05/2017	Good	Uncategorised	No.Thank you	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUuid=1534af9e-fa8b-4a77-8a81-51da11396c98">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUuid=1534af9e-fa8b-4a77-8a81-51da11396c98</a>
20/05/2017	Poor	Council Tax and Benefits	No one response	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
20/05/2017	Poor	Search	Can not find change of address in poll card	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=Edit+poll+card">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Edit+poll+card</a>
20/05/2017	Poor	Council Tax and Benefits	No response	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=JRdYfygGdbkemuyHDXFWNf5Qji8PGUX">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=JRdYfygGdbkemuyHDXFWNf5Qji8PGUX</a>
20/05/2017	Average	Myaccount and lagan forms	1. It would be useful to see the FULL details of previous problems I've reported, so I can refer to the correct Ref No when I'm re-reporting the same problem. 2. It's so frustrating to be given a nice generous text area for reporting the problem, only for it then to be checked for length. Much better to limit input to 250 characters as I'm typing, not forced to struggle to edit the text after the event! 3. It would be much more useful to include the Reference Number with my emailed copy of the reported problem. Including the text " true UA-60148629-1 dimension1" in my emailed copy is rather unhelpful!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62299245265824&amp;lng=-0.1776587963104248&amp;streetId=20047420&amp;location-landmark=Stephens+Lodge&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62299245265824&amp;lng=-0.1776587963104248&amp;streetId=20047420&amp;location-landmark=Stephens+Lodge&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=</a>
20/05/2017	Poor	Myaccount and lagan forms	Not working	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
20/05/2017	Good	Council and Democracy	No.Thank you	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/register-to-vote-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/register-to-vote-faq.html</a>

20/05/2017	Poor	Waste & Recycling	Page doesn't load properly on mobile.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=282727549.1477296322">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=282727549.1477296322</a>
20/05/2017	Poor	Registrars	I would have expected more information on the page rather than just an email address to contact	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/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html</a>
20/05/2017	Poor	Council Tax and Benefits	Absolutely pathetic website. I had my direct debit and everything set up at merton right on the first week with no help. Getting in touch with Barnet is a nightmare. Try calling yourself on your numbers for anything , e.g. enquiry for your council tax. The website also doesn't give anything	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=VEFhFjOXoW4GEW6sgsjtb67PsmFbOfxB">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=VEFhFjOXoW4GEW6sgsjtb67PsmFbOfxB</a>
21/05/2017	Poor	Uncategorised	No link to report dead animal online	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/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>
21/05/2017	Poor	Waste & Recycling	Very confusing, doesn't need all that info should be a lot smaller ....	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1955881740.1495367641">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1955881740.1495367641</a>
21/05/2017	Poor	Parks	Why do you not include opening times for parks?	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?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584a88">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584a88</a>
21/05/2017	Poor	Parking	would like a map showing parking restrictions, the link provided does not give any useful info	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
21/05/2017	Poor	Homepage	It's not very user friendly. The font is small, the colours are bland, and the tabs are not clear enough to navigate through the 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">https://www.barnet.gov.uk/citizen-home</a>

21/05/2017	Good	Waste & Recycling	None of the bins in the road were collected last Thursday. Most are still in the road making access and egress difficult in this narrow cul-de-sac. Will they be collected before next Thursday? Thank you	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=672026012.1387629693">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=672026012.1387629693</a>
21/05/2017	Poor	Council and Democracy	The list if candidates is not available still.	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/democracy-and-elections/elections-in-barnet/general-election-2017.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html</a>
21/05/2017	Poor	Planning & Building Control	Postcode look up not correct	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/Building-notice-application/1-Applicants-Details-(Owner).html?mgnlFormToken=6WHq0GEffGh76d9INyVt4xcZnI82WXlj">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/1-Applicants-Details-(Owner).html?mgnlFormToken=6WHq0GEffGh76d9INyVt4xcZnI82WXlj</a>
21/05/2017	Poor	Parks	Really poor content	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/parks-and-open-spaces/dollis-valley-greenwalk-guide.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html</a>
21/05/2017	Good	Parks	good	Thank you for your comments	<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=54e3852b84ae7c2872584a70">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584a70</a>
21/05/2017	Poor	Council Tax and Benefits	Do not have the information I am looking for	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
21/05/2017	Poor	Environmental Health & Trading Standards	Where is the number to contact?	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/environmental-health/noise/loud-parties.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/loud-parties.html</a>
21/05/2017	Poor	Council and Democracy	no way to download postal voting form!	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/democracy-and-elections/elections-in-barnet/general-election-2017/postal-vote-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/postal-vote-faq.html</a>
22/05/2017	Poor	Parking	Very unclear	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
22/05/2017	Poor	Libraries	Make it all less complicated ,I only wanted to renew a library book	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/libraries/find-your-local-library/church-end.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/church-end.html</a>

22/05/2017	Poor	Parking	Can't find controlled parking zone map easily	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
22/05/2017	Average	Planning & Building Control	not enough space for attachments. only 6 attachments allowed	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/Building-notice-application/email-receipt.html?mgnlFormToken=FqbY54bXltEpQswrBOxJe2e9ewzLptzC">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=FqbY54bXltEpQswrBOxJe2e9ewzLptzC</a>
22/05/2017	Good	Myaccount and lagan forms	There was a rubbish bag left in the former recycling area on 21st May. This is between Lyneham Drive and Martelsham walk. The bag got ripped and all the contents are now all over the lawn and the walking path. This is a repeated problem as someone keeps doing it every week. There are children playing in the area and I saw yesterday kids sitting on the grass, next to the rubbish. Please can you take care of this. Many thanks.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
22/05/2017	Poor	Myaccount and lagan forms	Trying to get to the point I complain	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.588176330108155&amp;lng=-0.23432850837707517&amp;streetid=20009900&amp;location-landmark=wenlock+gardens&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1157707956.1495443442">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.588176330108155&amp;lng=-0.23432850837707517&amp;streetid=20009900&amp;location-landmark=wenlock+gardens&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1157707956.1495443442</a>
22/05/2017	Good	Uncategorised	sdfasdf	Thank you	<a href="http://localhost:7070/publicaccessbarnetdev/selfservice/dashboard.htm">http://localhost:7070/publicaccessbarnetdev/selfservice/dashboard.htm</a>
22/05/2017	Average	Uncategorised	asdf		<a href="http://localhost:7070/publicaccessbarnetdev/selfservice/dashboard.htm">http://localhost:7070/publicaccessbarnetdev/selfservice/dashboard.htm</a>
22/05/2017	Poor	Planning & Building Control	i am unable to attach the application and photographs	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/Request-for-pre-application-planning-advice/7-Attached-information.html?mgnlFormToken=zS93GgRfhCi5MXcUQN3dZi2xdw3Bs6uV">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/7-Attached-information.html?mgnlFormToken=zS93GgRfhCi5MXcUQN3dZi2xdw3Bs6uV</a>
22/05/2017	Good	Waste & Recycling	N/A	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=DWzY4Fw1Wv15W5IY5kykO1nt6JEyJaUK">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=DWzY4Fw1Wv15W5IY5kykO1nt6JEyJaUK</a>

22/05/2017	Poor	Council Tax and Benefits	Their is missing button to select for those that had the discount before but lost due to some administration error.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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=qxeVVlkIFwp2tu4YTrAQxdxOL3Z6uTl4">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=qxeVVlkIFwp2tu4YTrAQxdxOL3Z6uTl4</a>
22/05/2017	Poor	Council Tax and Benefits	Another radio button needs to be added. This would be for Barnet resident who had the single persons discount but due to an administrative error the discount was lost.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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=qxeVVlkIFwp2tu4YTrAQxdxOL3Z6uTl4">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=qxeVVlkIFwp2tu4YTrAQxdxOL3Z6uTl4</a>
22/05/2017	Poor	Council Tax and Benefits	I want to discuss , not fill in ANOTHER form	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
22/05/2017	Poor	Adults and Communities	Yes	Thank you for your comments.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/2-Your-details.html?mgnlFormToken=HU9OGsK7gM4bcK29UGObo6LznEufVgk1">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/2-Your-details.html?mgnlFormToken=HU9OGsK7gM4bcK29UGObo6LznEufVgk1</a>
22/05/2017	Poor	Myaccount and lagan forms	Page does not work on android smart phone	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
22/05/2017	Good	Myaccount and lagan forms	adf	Thank you for your comments	<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>
22/05/2017	Average	Myaccount and lagan forms	Average	Thank you for your comments	<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>
22/05/2017	Poor	Myaccount and lagan forms	Doesn't work... where's the pin to drag on the location	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
22/05/2017	Good	Myaccount and lagan forms	Excellent can see all my bin collections for this on one page.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200112154">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200112154</a>
22/05/2017	Average	Myaccount and lagan forms	Be brief	Thank you for your comments	<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>
22/05/2017	Poor	Uncategorised	Terrible web site I only what to report lighting not working seems impossible to do such a simple thing	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.html">https://www.barnet.gov.uk/citizen-home/directories.html</a>
23/05/2017	Good	Council and Democracy	helped me by knowing when the vote its gonna be	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html</a>

23/05/2017	Poor	Libraries	Lack of info. Googling my local library brought me here- assumed i would find a link here to the library's website with more detailed info about services, book search, downloadable audio books etc. but there is nothing. No dets and no further links.	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/libraries/find-your-local-library/hendon.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html</a>
23/05/2017	Good	Waste & Recycling	It was easy to follow and good for purpose	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=DYdUzoCKFcJNAeJ14w8StTRF9SM8XN3r">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=DYdUzoCKFcJNAeJ14w8StTRF9SM8XN3r</a>
23/05/2017	Good	Waste & Recycling	The forms for non-collection of bins are easy to fill in. However, previous experience has shown that nothing appears to result from the information given!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1114266750.1494584883">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1114266750.1494584883</a>
23/05/2017	Good	Council and Democracy	The process to apply is user friendly and not very difficult to complete.It just gets timed out in lesser time then quoted - requiring one to re enter all the details. Please kindly look into this. Thanks	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=9ggPLaBqHc5b2Tnp4miT4PJyUsQcVINO">https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=9ggPLaBqHc5b2Tnp4miT4PJyUsQcVINO</a>
23/05/2017	Good	Search	information was at hand easily	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=homeless">https://www.barnet.gov.uk/citizen-home/search.html?keywords=homeless</a>
23/05/2017	Poor	Waste & Recycling	It does allow me to complete inputting the information requested. It keeps going back to the beginning.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=553399657.1370639688">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=553399657.1370639688</a>
23/05/2017	Poor	Environmental Health & Trading Standards	I just want the local environmental officer details	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health.html">https://www.barnet.gov.uk/citizen-home/environmental-health.html</a>
23/05/2017	Poor	Adults and Communities	I think it's good. I just hope things get sorted.	We are sorry for the inconvenience caused. Thank you for your comments.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=hYwRRXIUpDCiHzbw38cxgpTY2fc1kMNM">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=hYwRRXIUpDCiHzbw38cxgpTY2fc1kMNM</a>



23/05/2017	Poor	Schools Information	There is no filter option to select just secondary schools or primary schools etc.	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?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;list=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;list=true</a>
23/05/2017	Average	Council Tax and Benefits	I want to phone someone not do a form	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
23/05/2017	Average	Myaccount and lagan forms	Get better equipped staff who can actually answer a phone politely and take more than one piece of information before putting callers on hold time and time again. I spent almost 30 mins trying to report a problem. It's disgusting that I pay ?143 per month in Council tax for this service Your management should be ashamed of the service your employees are providing to people who call in. They are nit only rude and obnoxious but severely lacking in knowledge	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60514044752161&amp;lng=-0.14245748519897458&amp;streetId=20000720&amp;location-landmark=112+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1710864966.1492929740">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60514044752161&amp;lng=-0.14245748519897458&amp;streetId=20000720&amp;location-landmark=112+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1710864966.1492929740</a>
23/05/2017	Poor	Environmental Health & Trading Sta	This is a completely unacceptable rule. Peoples lives are RUINED by macho and inconsiderate people. We have neighbours who let their GSD out to bark at 6.30 every day. The rules should be more stringent to protect those people who can't tolerate the terrible noise. Humans come before noisy dogs!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise/noisy-animals.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/noisy-animals.html</a>
23/05/2017	Poor	Council and Democracy	There is no clear route to guide you to a change of address page, so all our mail including the vote for 8th June keeps going to our old address.	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/democracy-and-elections/elections-in-barnet/general-election-2017/register-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/register-faq.html</a>
23/05/2017	Poor	Waste & Recycling	When is the black bin collected? No answer Where is garden waste disposed if I do not have a green bin? no answer	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
23/05/2017	Good	Assurance	Fine	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages.html</a>
23/05/2017	Good	Public health	Delighted to find more Dr Bike and police bike marking sessions in Barnet. These are really popular	Thank you for your comments	<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>

24/05/2017	Poor	Myaccount and lagan forms	everything!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
24/05/2017	Poor	Waste & Recycling	You should have a contact e-mail included that people can use automatically! Not given the option and then taken to the same page over and over! A contact e-mail for relevant complaints, information and contact names would be great! I only request this for the likes of public for bin collection, clean up of area and traffic control! Nothing else!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates</a>
24/05/2017	Poor	Council Tax and Benefits	There is no clear indication of when forms / queries will be replied to.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
24/05/2017	Average	Waste & Recycling	complaint / suggestion forms missing	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=false">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=false</a>
24/05/2017	Good	Uncategorised	sdegdfg	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(syxwefdy0eos3b044avvood1))/ApplicationForm.aspx?form=BNTASSCOL">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(syxwefdy0eos3b044avvood1))/ApplicationForm.aspx?form=BNTASSCOL</a>
24/05/2017	Poor	Highways	is there a cash payment option. How do you register for cashless payment. What about contactless card? Phone service from the council even worse	We are sorry for the inconvenience caused. Thank you for your comments. Please visit our parking page <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>	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584dfd&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584dfd&amp;view=true</a>
24/05/2017	Poor	Planning & Building Control	The link which is supposed to go the planning permission search currently links to the building control search! Not helpful - please get the IT department to fix this.	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/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
24/05/2017	Poor	Children's Services	the links do not work and there are not contact details	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?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c28725859ef">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c28725859ef</a>

24/05/2017	Poor	Myaccount and lagan forms	I am moving out and do not know if I pay the whole amount or partial amount - and I can't get through to someone on the phone.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
24/05/2017	Poor	Myaccount and lagan forms	Impossible to link my account to my council tax reference. 6 months trying...	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
24/05/2017	Good	Schools Information	All the info is very clear and easy to access. Thanks!	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html</a>
24/05/2017	Good	Parks	Plain and simple booking process	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/email-receipt.html?mgnlFormToken=NhDEOWOJX7o7MdjfBdg5s8gXioprquHw">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/email-receipt.html?mgnlFormToken=NhDEOWOJX7o7MdjfBdg5s8gXioprquHw</a>
24/05/2017	Poor	Myaccount and lagan forms	Not very user friendly!!!!!!	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
24/05/2017	Good	Waste & Recycling	Hi I just want to Report that I believe my blue pin which provide by Barnet council taken by next door because they got Two blue pin and they put there number and all people who lived there they got one blue bin so please can you send me my blue bin for Recycle Item THANK YOU	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=611882737.1495624694">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=611882737.1495624694</a>
24/05/2017	Poor	Council Tax and Benefits	Forms may be a good system for the Council but unless you provide a copy email option to forward a copy to ourselves the information could be lost in the system with no record and then it is too easy for the Council to deny having it. There has to be a system where we recive a dated copy and receipt that it has been received by the council. I will not use this system currently.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<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>

24/05/2017	Poor	Myaccount and lagan forms	I have been unable to report a fly tipping problem on the corner of Madoc Close and Llanvanor road. I only get as far as selecting the category of problem. The site doesn't allow me to describe the problem and displays some gibberish about an e form selection. It is bad enough having the problem without being able to report it. B***** R***** b*****n@h****.com	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/report-a-problem/form.html?lat=51.56477748386033&amp;lng=-0.1970994472503662&amp;streetId=20027923&amp;location-landmark=llanvanor+road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=224285491.1420032973">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56477748386033&amp;lng=-0.1970994472503662&amp;streetId=20027923&amp;location-landmark=llanvanor+road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=224285491.1420032973</a>
24/05/2017	Good	Council Tax and Benefits	i want one :)	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit-competition.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit-competition.html</a>
24/05/2017	Poor	Waste & Recycling	Feed back should be quicker than 5 days. Bin should be collected immediately	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1096924644.1495639178">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1096924644.1495639178</a>
24/05/2017	Poor	Libraries	No details for opening or closing	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=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c07">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c07</a>
24/05/2017	Poor	Waste & Recycling	Can't access information	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
24/05/2017	Poor	Myaccount and lagan forms	Difficult to find suitable link. I have registered so why do you need my details again?	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/my-account/my-area.html">https://barnet.gov.uk/citizen-home/my-account/my-area.html</a>
25/05/2017	Good	Waste & Recycling	Xxxx	Thank you for your comments	<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>
25/05/2017	Poor	Libraries	Doesn't say that library in closed until August 2017. Its 28/05/17 and as a member from outside the borough I travelled 7 miles specifically.	We are sorry for the inconvenience caused. Thank you for your comments.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0b">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0b</a>

25/05/2017	Poor	Myaccount and lagan forms	Streets not cleaned regularly enough soon school will have some 600 pupils and this problem will have to be addressed	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.593162170400134&amp;lng=-0.22307395935058594&amp;streetid=20012960&amp;location-landmark=Halkin+House++1+Downage&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1743138307.1492513134">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.593162170400134&amp;lng=-0.22307395935058594&amp;streetid=20012960&amp;location-landmark=Halkin+House++1+Downage&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1743138307.1492513134</a>
25/05/2017	Poor	Myaccount and lagan forms	Report a problem 855719597.1494433851 Can we please get a response to the above problem? Thank you and kind regards, J*** L**** E-V***** G*****8 H**** E*****	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
25/05/2017	Poor	Planning & Building Control	Time out message could be earlier. Irritating that one has to complete the form all over again. Why no method of saving?	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/Request-for-pre-application-planning-advice.html?mgnlFormToken=QFTb4TqeYNXvqM5ZQEaQltyPS1pimVsR">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html?mgnlFormToken=QFTb4TqeYNXvqM5ZQEaQltyPS1pimVsR</a>
25/05/2017	Poor	Waste & Recycling	Input my postcode then still can't find any info about bin collection date in my area. This page is so helpless.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
25/05/2017	Poor	Council Tax and Benefits	the 20 min timeout is ludicrous	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
25/05/2017	Poor	Waste & Recycling	the page did not give me the information I needed	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates</a>
25/05/2017	Poor	Myaccount and lagan forms	Before you tell me my password does not meet the minimum requirement or complexity, you really should tell me what the minimum complexity is...Its not at all rocket science but rather common sense :-)	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
25/05/2017	Average	Council Tax and Benefits	The Council Tax Support Scheme isn't up to date.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html</a>

25/05/2017	Poor	Council and Democracy	complaints about parks	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
25/05/2017	Good	Council Tax and Benefits	Its Good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=a1Jo5fjtTPxv6l7Zm4V4VWbECe7hK2Bi">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=a1Jo5fjtTPxv6l7Zm4V4VWbECe7hK2Bi</a>
25/05/2017	Poor	Myaccount and lagan forms	The system is not allowing me to check my previous ADRESS rates as I need to print a proof that I lived there. I do not have Council Tax Reference	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
25/05/2017	Poor	Myaccount and lagan forms	the street name came up with an incorrect name and I was unable to correct it therefore you have incorrect information	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/report-a-problem/form.html?lat=51.606682174386535&amp;lng=-0.2694869041442871&amp;streetId=20004340&amp;location-landmark=381/379+watling+avenue&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=410414523.1469342592">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.606682174386535&amp;lng=-0.2694869041442871&amp;streetId=20004340&amp;location-landmark=381/379+watling+avenue&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=410414523.1469342592</a>
25/05/2017	Poor	Myaccount and lagan forms	Selection criteria is too narrow	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/report-a-problem/form.html?lat=51.613899525098404&amp;lng=-0.22899627685546872&amp;streetId=20046545&amp;location-landmark=Arrandene&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1736930420.1495743879">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.613899525098404&amp;lng=-0.22899627685546872&amp;streetId=20046545&amp;location-landmark=Arrandene&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1736930420.1495743879</a>
26/05/2017	Poor	Myaccount and lagan forms	I printed the page, but it only prints the actual dates in black and white. would be helpful if it would be available to download as a pdf, and I could then print in colour.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200142181">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200142181</a>
26/05/2017	Poor	Planning & Building Control	too complicated	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/submit-a-planning-application/pre-application-planning-advice.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/pre-application-planning-advice.html</a>
26/05/2017	Good	Business	no need for improvement	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=OUsfniY4E6Bj4tkRzRiUxcZseIK36e">https://barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=OUsfniY4E6Bj4tkRzRiUxcZseIK36e</a>

26/05/2017	Poor	Council Tax and Benefits	Your website suggest next step: "Next", but it is not proceeding to the payment details page. Again, I am trying to pay an instalment for Housing Benefit Overpayment, but your website is not allowing me to do that. R***** R***** ** K****e C*****t 1* H*****g W*y H** *** Ref. 8*****5 email: r*****.r*****l@g*****l.***	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/housing-benefit-overpayment.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Repay Housing Benefit Overpayment&amp;client-id=1213754861.1495794383">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/housing-benefit-overpayment.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Repay Housing Benefit Overpayment&amp;client-id=1213754861.1495794383</a>
26/05/2017	Poor	Homepage	you need to be able to email a general address as not everyone knows what their request comes under	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">https://barnet.gov.uk/citizen-home</a>
26/05/2017	Good	Waste & Recycling	Very user-friendly	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=k3smO2qM2Q9jivgJVkQnlqA2QcPZiQWu">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=k3smO2qM2Q9jivgJVkQnlqA2QcPZiQWu</a>
26/05/2017	Poor	Libraries	How can the Library be Closed during Exams period.	We are sorry for the inconvenience caused. Thank you for your comments.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/edgware.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/edgware.html</a>
26/05/2017	Poor	Schools Information	It's s*****		<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html</a>
26/05/2017	Average	Parking	fsfs		<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>
26/05/2017	Average	Waste & Recycling	You should reply within 24 hours not within 5 days as matter is urgent I need my bin collected as we are a family of 6.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1679179465.1484921650">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1679179465.1484921650</a>
26/05/2017	Poor	Environmental Health & Trading Standards	By actually doing something about noise you dogs. 20 minutes continuous!!!!!! What about constant shorter periods of barking?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise/noisy-animals.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/noisy-animals.html</a>
26/05/2017	Poor	Parking	more links needed to maps etc	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
26/05/2017	Poor	Council and Democracy	NO VISIT US - NO LOCATION	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>

26/05/2017	Average	Events	There is no explanation	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/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=559e5ba484aea74f0f23e9e1&amp;view=true">https://www.barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=559e5ba484aea74f0f23e9e1&amp;view=true</a>
27/05/2017	Good	Waste & Recycling	It works well for all my regular barnet questions and payments. Thanks.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1667856142.1491841629">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1667856142.1491841629</a>
27/05/2017	Poor	Council Tax and Benefits	Your website doesn't work. It doesn't open the payment option.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/housing-benefit-overpayment.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Repay Housing Benefit Overpayment&amp;client-id=1520231632.1495862100">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/housing-benefit-overpayment.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Repay Housing Benefit Overpayment&amp;client-id=1520231632.1495862100</a>
27/05/2017	Average	Waste & Recycling	GET THE BIN MEN TO DO THEIR JOB AND NOT BE SO RUDE	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=144547315.1495865840">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=144547315.1495865840</a>
27/05/2017	Poor	Council and Democracy	Very slow click for the next page takes ages to appear sometimes it doesn't so just give up	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html</a>
27/05/2017	Poor	Waste & Recycling	Want to know when green bins will be 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 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
27/05/2017	Poor	Planning & Building Control	Still same error message for last few weeks...Safari can't open the page ? <a href="https://publicaccess.barnet.gov.uk/online-applications/?">https://publicaccess.barnet.gov.uk/online-applications/?</a> because Safari can't establish a secure connection to the server ? <a href="https://publicaccess.barnet.gov.uk/">publicaccess.barnet.gov.uk?</a> .	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/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>



27/05/2017	Poor	Waste & Recycling	Trick question after several pages to put you off reporting you still need a green bin collection. Not waiting 14 days for the next one. The telephone stem is even worse for trying to use one wrong answer to end the call to Barnet council. As a moderate dyslexic it takes longer for me to deal with reporting matters online via confusing and badly designed / set out systems. Still at last this box allows spelling corrections from my software. Trick question "Thank you for this information I will wait until my next collection" put first before "I still wish to report the non-collection" who exactly goes on line to say they will wait when they are reporting a missed collection?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1285533499.1481680315">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1285533499.1481680315</a>
27/05/2017	Average	Myaccount and lagan forms	Once again, there is a lot of household waste, furniture and white goods dumped outside number 65. There is also a lot of furniture dumped just inside Fryent Country Park near number 65. AND there is a dumped caravan on Beverly Gardens near the roundabout with West Hill.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
27/05/2017	Good	Waste & Recycling	Very clear	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
27/05/2017	Good	Waste & Recycling	I understand that colindeep lane green bins were collected however Rankin close bins were not	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1268234421.1495914452">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1268234421.1495914452</a>
27/05/2017	Poor	Environmental Health & Trading Sta	No info on what to actually do	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise/loud-parties.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/loud-parties.html</a>
28/05/2017	Poor	Council Tax and Benefits	Unable to set up council tax direct debit. constantly getting an error when trying to load the online form.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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=gPaiP PbWBwGG9jXn9d20HqYK5YEau2wn">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=gPaiP PbWBwGG9jXn9d20HqYK5YEau2wn</a>

28/05/2017	Poor	Council Tax and Benefits	Wouldn't load	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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=IOZcKYTcJnxRwMjtN9qCmQYGS1q5kq26">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=IOZcKYTcJnxRwMjtN9qCmQYGS1q5kq26</a>
28/05/2017	Poor	Planning & Building Control	not enough time to fill it in, when I gave pricing data it said it was wrong, when I have an actual quotation!!!!	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/Building-notice-application.html?mgnlFormToken=u60eXHaFHae63F4MFBDEKEraFLdZFp4">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application.html?mgnlFormToken=u60eXHaFHae63F4MFBDEKEraFLdZFp4</a>
28/05/2017	Poor	Homepage	Confusing layout. Tapping on the i (information) button or "more" underneath loads the same page again.	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">https://www.barnet.gov.uk/citizen-home</a>
28/05/2017	Poor	Council and Democracy	Your website needs to be made more user friendly. I live in barnet and have voted here before. I now live abroad for a while. Last year the forms for me and my husband were sent to Kenya where we live. Now I do not understand where to find my name so I could vote by proxy.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017.html</a>
28/05/2017	Poor	Parks	You repeat the activities that are available twice e.g- you only need to type them up once. Cricket Cricket Events in Parks Suitable for Small, Medium, Large Events and Fun Fairs Football Football Snr (11-a-side) Football Football Jnr Football Football 7-a-side Gardens Gardens Multi Sport Courts Multi Sports Court	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?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aaf">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aaf</a>
28/05/2017	Average	Environmental Health & Trading Sta	Not enough information and what there is needs more explanation	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 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>
29/05/2017	Poor	Parking	Not clear at all	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html</a>
29/05/2017	Average	Parks	The information is poorly laid out. There is little information about the various facilities and things to do There are no links to give further information about each item listed.	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=54e3852c84ae7c2872584ada">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584ada</a>

29/05/2017	Poor	Myaccount and lagan forms	Form requires valid email address to proceed. I have entered a valid address but the form will not recognise it.	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/report-a-problem/form.html?lat=51.57016294690713&amp;lng=-0.18698543790833355&amp;streetId=20044980&amp;location-landmark=House+on+corner+of+Wellgarth+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=921489141.1496057271">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57016294690713&amp;lng=-0.18698543790833355&amp;streetId=20044980&amp;location-landmark=House+on+corner+of+Wellgarth+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=921489141.1496057271</a>
29/05/2017	Poor	Council and Democracy	Invalid e mail account on election page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/register-to-vote-faq.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/general-election-2017/register-to-vote-faq.html</a>
29/05/2017	Poor	Council Tax and Benefits	I could not pay my council tax online. Faulty web page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
29/05/2017	Poor	Council Tax and Benefits	I could not pay my council tax online. Faulty web page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
30/05/2017	Poor	Waste & Recycling	Submission not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> . Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1005285902.1496129583">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1005285902.1496129583</a>
30/05/2017	Good	Myaccount and lagan forms	Very easy to find and use	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61956866302183&amp;lng=-0.27344584465026855&amp;streetId=20005080&amp;location-landmark=Entire+stretch+between+Hale+Lane+and+A41&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=336143967.1496131750">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61956866302183&amp;lng=-0.27344584465026855&amp;streetId=20005080&amp;location-landmark=Entire+stretch+between+Hale+Lane+and+A41&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=336143967.1496131750</a>

30/05/2017	Poor	Waste & Recycling	Broken	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
30/05/2017	Poor	Council Tax and Benefits	Deliberate strategy to stop you from being able to actually speak to someone, which in some instances is what is needed.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=ckk03lolucLqPo3SgPUNX6EIRCxSW3AP">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html?mgnlFormToken=ckk03lolucLqPo3SgPUNX6EIRCxSW3AP</a>
30/05/2017	Good	Uncategorised	xx	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(11mqqsfdps1osqmrfrlrev))/ApplicationForm.aspx?form=BNTBULKWAS">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(11mqqsfdps1osqmrfrlrev))/ApplicationForm.aspx?form=BNTBULKWAS</a>
30/05/2017	Poor	Waste & Recycling	It can't find my address	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
30/05/2017	Good	Uncategorised	this web page should have more colour	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(be054unwaaw4ufbzm53xfyxb))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(be054unwaaw4ufbzm53xfyxb))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y</a>
30/05/2017	Poor	Council Tax and Benefits	not finding what you need and on the phone it send you online anf hang up. really not healthfull !!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<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>
30/05/2017	Good	Uncategorised	it looks very good	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(vdlI5rwI4kwrucocuw5i3g))/ApplicationForm.aspx?form=BNTBULKWAS">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(vdlI5rwI4kwrucocuw5i3g))/ApplicationForm.aspx?form=BNTBULKWAS</a>
30/05/2017	Poor	Parking	Your website freezes up when we try to submit a form. I rang to ask if I could apply for a suspension permit over the phone, as your page does not work, and was told that I just had to keep trying on different computers and servers. This is appalling service and completely unacceptable.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
30/05/2017	Poor	Council Tax and Benefits	This page doesn't work out a situation whereby you rent out your apartment but still own it - therefore is not fit for purpose - i cannot use the service and have spent more than 30 mins trying to get someone on the phone in your council tax office - this has been a shame as has been a total waste of time - i still cannot change my council tax ... I am very frustrated	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/6-Declaration.html?mgnlFormToken=ZqE542Ri7UVKn6h2BoJvn48uyRaTOVSp">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/6-Declaration.html?mgnlFormToken=ZqE542Ri7UVKn6h2BoJvn48uyRaTOVSp</a>

30/05/2017	Poor	Council and Democracy	why do you hide your telephone number and opening times	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring 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>
30/05/2017	Average	Uncategorised	this is an ok website	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(e5fncwcjqzgcnpbsenm0mze))/ApplicationForm.aspx?form=BNTBULKWAS">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(e5fncwcjqzgcnpbsenm0mze))/ApplicationForm.aspx?form=BNTBULKWAS</a>
30/05/2017	Average	Myaccount and lagan forms	i've been trying to send you a complaint about neighbours overhanging branches and after i finally managed to reduce it to less than 250 characters it hasnt gone through and according to your message it shows an error;	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/report-a-problem/form.html?lat=51.57806632609618&amp;lng=-0.2027803659439087&amp;streetId=20039740&amp;location-landmark=12+brookside+road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;clientId=477668688.1453296587">https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57806632609618&amp;lng=-0.2027803659439087&amp;streetId=20039740&amp;location-landmark=12+brookside+road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;clientId=477668688.1453296587</a>
30/05/2017	Poor	Planning & Building Control	If I know the street name, how do I know on which map it is located?	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/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>
30/05/2017	Good	Council Tax and Benefits	thanks	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=1NR4bgERpwGsGe7PY4D2Vpzzxq96wPle">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=1NR4bgERpwGsGe7PY4D2Vpzzxq96wPle</a>
30/05/2017	Poor	Parking	No means of searching by registration number - very poor	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
30/05/2017	Poor	Libraries	You could cut the allowances and expenses of the useless council (which does nothing since it's sold everything) and use the money for libraries or other things needed in this borough. You could cut the salaries of the useless top management. Or better still get rid of all the overpaid people at the top and yourselves. After all, you do nothing.	We are sorry for the inconvenience caused. Thank you for your comments.	<a href="https://barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html">https://barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html</a>
31/05/2017	Poor	Libraries	I clicked on		<a href="https://www.barnet.gov.uk/citizen-home/libraries">https://www.barnet.gov.uk/citizen-home/libraries</a>
31/05/2017	Poor	Registrars	Give details of chsgrs	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/hendon-cemetery-and-crematorium-charges.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/hendon-cemetery-and-crematorium-charges.html</a>

31/05/2017	Average	Waste & Recycling	I would like to change the word 'in' to the word 'inside', but I didn't see a chance to edit the content before I pressed submit	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=d24DD4tuWt7JPWNxAOGqYg0tQ0cJxvfG">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=d24DD4tuWt7JPWNxAOGqYg0tQ0cJxvfG</a>
31/05/2017	Poor	Parking	I need to upload documents, but it doesn't tell you how!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	<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>
31/05/2017	Good	Waste & Recycling	-	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=957687182.1496217096">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=957687182.1496217096</a>
31/05/2017	Poor	Uncategorised	this web page is poor - test		<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(qrghz0elrs4w4apmi2trtas))/ApplicationForm.aspx?form=BNTNEWBIN">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(qrghz0elrs4w4apmi2trtas))/ApplicationForm.aspx?form=BNTNEWBIN</a>
31/05/2017	Good	Children's Services	Useful Information	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/children-young-people-and-families/childrens-social-care-complaints-process.html">https://barnet.gov.uk/citizen-home/children-young-people-and-families/childrens-social-care-complaints-process.html</a>
31/05/2017	Good	Uncategorised	test feedback	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(yj5tzhw3tfb5kt5vswu4ihbm))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(yj5tzhw3tfb5kt5vswu4ihbm))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y</a>
31/05/2017	Poor	Uncategorised	test feedback a		<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(yj5tzhw3tfb5kt5vswu4ihbm))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(yj5tzhw3tfb5kt5vswu4ihbm))/ApplicationForm.aspx?form=BNTREPORT&amp;nextSection=Y</a>
31/05/2017	Poor	Myaccount and lagan forms	Dont let me register my housing benefit.. Says that cannot find me	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring us on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
31/05/2017	Poor	Planning & Building Control	Like other forms at LBB, you get right to the end and then you cannot submit it. Three attempts so far.. will resort to posting it	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/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=LKlmjLdieDYxheQpyB9SPMqb8GR5uFtd">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=LKlmjLdieDYxheQpyB9SPMqb8GR5uFtd</a>

31/05/2017	Good	Myaccount and lagan forms	Some of your customers may not have access to a computer and would need a telephone to report faults/issues.	Thank you for your comments	<a href="https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5758288207263&amp;lng=-0.17490148544311523&amp;streetId=20046800&amp;location-landmark=Danewood+Estate.+The+kerbs+are+broken/dangerous.+People+tripping.&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1923055875.1496230217">https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5758288207263&amp;lng=-0.17490148544311523&amp;streetId=20046800&amp;location-landmark=Danewood+Estate.+The+kerbs+are+broken/dangerous.+People+tripping.&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1923055875.1496230217</a>
31/05/2017	Poor	Council and Democracy	Too little on the general election and registration to vote	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately you can ring 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>
31/05/2017	Average	Myaccount and lagan forms	The web page is very slow and destrupting the 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/profile.html?token=03b39b1c-d728-44e4-a9e0-52bfa336afee">https://www.barnet.gov.uk/citizen-home/profile.html?token=03b39b1c-d728-44e4-a9e0-52bfa336afee</a>
31/05/2017	Poor	Uncategorised	Sorry to say that. I been trying to resolved this issue for almost since I moved to this property 09/12/2014 . The issue is that I got problem log in into my account for some reason. I have had sent God knows how many email but still not sorted So what feedback do you expect	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately contact us on 0208 359 2000	N/A
31/05/2017	Poor	Myaccount and lagan forms	Site is not operating correctly as it is impossible to put in a problem past the section relating to the site of the problem. Could not access "Describe the problem"	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/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
31/05/2017	Good	Uncategorised	this website is supreme and fabulous - the best ever!	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(qicpt1yag4elzptwotgmxa5))/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(qicpt1yag4elzptwotgmxa5))/ApplicationForm.aspx?form=BNTNEWBIN&amp;nextSection=Y</a>
31/05/2017	Poor	Uncategorised	this is appalling - not good	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> or ultimately contact us on 0208 359 2000	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(ijoaezh1cynkebe1y4p3uiy4))/ApplicationResponse.aspx?form=BNTNEWBIN">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(ijoaezh1cynkebe1y4p3uiy4))/ApplicationResponse.aspx?form=BNTNEWBIN</a>
31/05/2017	Good	Uncategorised	this is a great website which is tremendous - very good!	Thank you for your comments	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(zeckq01bbjafq0vfezmhr5k))/ApplicationForm.aspx?ResumeAppRef=IEPEgKQUrw4fl28EN2DYEA==&amp;con=1">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(zeckq01bbjafq0vfezmhr5k))/ApplicationForm.aspx?ResumeAppRef=IEPEgKQUrw4fl28EN2DYEA==&amp;con=1</a>

31/05/2017	Average	Uncategorised	this is a very mediocre website.....	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	<a href="https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(zeckq01bbja-fqu0vfezmhr5k))/ApplicationForm.aspx?ResumeAppRef=IEPEgKQUrW4fI28EN2DYEA==&amp;con=1">https://manacadwcbati01.css.ad.capita.co.uk:789/OnlineApplication/(S(zeckq01bbja-fqu0vfezmhr5k))/ApplicationForm.aspx?ResumeAppRef=IEPEgKQUrW4fI28EN2DYEA==&amp;con=1</a>
31/05/2017	Poor	Waste & Recycling	misleading statements Free recycling - but collection fee?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html</a>
31/05/2017	Poor	Environmental Health & Trading Sta	Noise originating from restaurants, pubs and clubs can be very annoying and disturbing to others if it is uncontrolled and exceeds reasonable levels. >>>(Residents must be prepared to experience some inconvenience if they live near to a pub or club)<<< what we don't understand is why resident has to prepared for it?? and why council giving a license to the pub to play live loud music who are residents living next to the pub? and why council allow us to stay next to pub? and why we all are paying council tax? I don't think this is a right answer ( residents must be prepared ).. very unhappy!!! >>> we will investigate if this noise become intolerable, <<<< officer came down three times to my flat and they all seen / known there is a loud music playing next to my flat at 12:00am and they all known what is the issued but NO ACTION has TAKEN YET !!!! for example, if late night music prevents residents from going to sleep.<<< officer came down at nearly 12:00am to my flat and live loud music are still playing that time and they all could hear the sound but NO ACTION HAS TAKEN YET.... PLEASE PLEASE PLEASE	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2000	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise/amplified-noise.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise/amplified-noise.html</a>
31/05/2017	Poor	Waste & Recycling	No information about bin collections at my adress.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
31/05/2017	Poor	Waste & Recycling	I think you should get back to people sooner than 5 working days. By then the next collection will take place. Thanks for nothing	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1417002811.1476872611">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a missed bin (non-collection)&amp;client-id=1417002811.1476872611</a>