

**Barnet Council responses to all customer feedback received via the GovMetric surveys on the website
May 2015**

Date feedback given	Customer rating	Council service	Customer comment	Council response	Specific webpage address
01/05/2015 11:16	Good	Adult Services	thank you	Thank you for your feedback.	https://barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=49AerMQhZ8w6Z6muQwbkbG8NP2Y6Ld5
11/05/2015 14:42	Poor	Adult Services	Not easy to access the referral form	We are sorry you did not find this page helpful, we have reviewed the location of the forms on our homepage and individual pages, and made the forms more visible as a result of your feedback.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms.html
07/05/2015 10:40	Poor	Barnet Homes	If you can't manage the barnet council leave the work And labour come manage	Thank you for your feedback.	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing/applying-for-council-housing.html
13/05/2015 09:06	Poor	Barnet Homes	Looked for Sensory Impairment team info and the email address is no longer available Adult Social Care	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html
03/05/2015 22:32	Average	Car Parking / Permits	Publicise bank holiday parking restrictions prominently, instead of forcing council tax payers to hunt for information and maximise Barnet Council's relentless greed for parking fine revenue through fear and uncertainty.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html
05/05/2015 13:07	Poor	Car Parking / Permits	I have been trying to understand the CP2s in Golders Green for a quarter of an hour now and am no closer. Sometimes less is more!!!	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
05/05/2015 18:27	Average	Car Parking / Permits	Parking	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
06/05/2015 21:41	Poor	Car Parking / Permits	Can I park off a main road at 6 am for an hour	Please send your enquiry to First.Contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html
09/05/2015 12:36	Poor	Car Parking / Permits	I would like the option to actually speak to someone, since I do not have all of the reqired information, handy to do it over the phone. An automated service can't really give me the help I need.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
10/05/2015 16:29	Poor	Car Parking / Permits	Parking	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/visitor-vouchers.html
10/05/2015 17:15	Poor	Car Parking / Permits	useless Parking	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html
11/05/2015 15:56	Poor	Car Parking / Permits	LOST MY PARKING NOTICE AND THIS WEBSITE DOESNT ALLOW ME TO PAY WITHOUT PCN NUMBER....	Please send your enquiry to barnet@nslservices.co.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
12/05/2015 11:42	Poor	Car Parking / Permits	there is only a telephone number that only allows for automated service. I have a question that I wanted to speak to someone in the department about - however there is no way of getting in touch via telephone - useless service	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/temporary-permits.html
13/05/2015 12:30	Poor	Car Parking / Permits	It would be helpful if a department that dealt with parking tickets existed as there are several departments to pay for one and all sorts of departments for parking permits but when it comes to appealing one or getting general information not a single department exists. It makes barnet council look that much more dodgy	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
14/05/2015 13:57	Poor	Car Parking / Permits	Parking	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html
04/05/2015 14:54	Poor	Children's Services	The date of birth section on the form requires dates to be expressed as dd/mm/yyyy yet you have to use the auto fill system to enter the date which expresses the date in numbers/letters so the form cannot be completed	Thank you for your response, we have tested this and it seems to be working fine. If you continue to have problems with this issue, you can contact 0208 596 257 will look into this for you.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Disabled-childrens-register.html
05/05/2015 08:50	Poor	Children's Services	Not helpful There is no required link and we have to search to find what we want Really rubbish design Not user friendly at all Need to be improved from scratch	Thank you for your response, you can view activities here: https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c28725856cb	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/play-activities.html
06/05/2015 14:05	Poor	Children's Services	tdtrgfsdyui	Thank you for your feedback, please can you be more specific so that we can fix any problems	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children/youth-offending.html
07/05/2015 10:41	Poor	Children's Services	I have autistic son and waiting for their reply over 3 month and thrrre is no reply on my messages ever	Please contact the Council as soon as possible on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/children-and-young-people-with-disabilities/disabled-childrens-occupational-therapy-team.html
11/05/2015 13:16	Poor	Children's Services	Education & Schools	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/secondary-in-the-local-offer.html
13/05/2015 11:47	Poor	Children's Services	my daughter is on statement how come the school don't let her change then? she is going some where she is so unhappy and bullied. how can she leave? please let me know.as she has not been to school at the moment as shes very unhappy at school as she will not go any where until she can transfer to coptall. I will look forward to your email thanks	Thank you for your feedback, please can you be more specific so that we can fix any problems	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/secondary-in-the-local-offer.html
04/05/2015 20:15	Average	Council Information	Na Rubbish & Recycling	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=Bp5KJNjQcF0m9csc4TkU3XwI8RsjND
04/05/2015 21:18	Poor	Council Information	Lack of telephone numbers. E-mail is useless for urgent enquiries. Are you going to inform Media of backlog in sending our postal voting forms for Thurs Gen Election? How many people will be unable to vote due to this incompetence? Is this acceptable in a modern democracy?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
05/05/2015 14:05	Poor	Council Information	Parking	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards.html
06/05/2015 09:03	Average	Council Information	Cpita????????????????????????????????	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/council-information/local-government-pension-scheme.html
06/05/2015 10:30	Poor	Council Information	No ifomation on page ie	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/business/forms/Apply-for-a-commercial-waste-agreement.html
06/05/2015 10:43	Poor	Council Information	get a map of polling stations not addresses	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html
06/05/2015 12:59	Poor	Council Information	Environmental Health & Licenses	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences.html
06/05/2015 13:37	Poor	Council Information	Please have the contact details on the first page with the telephone number prominent. When you wish to contact the accounts department the web site is no good at all	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
06/05/2015 14:04	Poor	Council Information	location and address og polling station different?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections.html
06/05/2015 15:33	Good	Council Information	N/A	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=WHU2hekIOveqjRtU6hORVq45sovUGBL
06/05/2015 16:19	Good	Council Information	na	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
06/05/2015 19:10	Poor	Council Information	Council Jobs & Careers	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/Disclaimer.html
07/05/2015 11:29	Poor	Council Information	99 % of Web sites have thePHONE NUMBER ON THEIR CONTACT US PAGE SO WHY CANT YOUR SITE HAVE IT.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
07/05/2015 18:09	Poor	Council Information	I filled in a form on 7th January 2015 to claim my parking permit refunds. I was told this would take 8 weeks. By 1st April 2015 the refund had not been issued. I logged a complaint on 1st April 2015. On 7th April I received a response stating that I would receive a refund within 28 days. That time elapsed on 5th May 2015. I tried to escalate the complaint to level 2 but the information on the complaints procedure has miraculously been removed. The service provided by the council has been truly appalling.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=3lvn39RvDDj9kULUyFA4CEmI78KUn1W
07/05/2015 22:31	Poor	Council Information	It mentions table tennis and the link does not work, page not found?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet
08/05/2015 10:43	Poor	Council Information	ujvj	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/foi-requests?_peid=c898e592-6d05-486e-9f38-6ee49eda3faa&caseDate=2014-12-19&caseId=1450298
08/05/2015 10:44	Poor	Council Information	iH8 u	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/foi-requests?_peid=c898e592-6d05-486e-9f38-6ee49eda3faa&caseDate=2014-12-19&caseId=1450298
08/05/2015 17:05	Good	Council Information	The page is straightforward and clear.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet.html
08/05/2015 18:55	Poor	Council Information	How did they win?	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet.html
11/05/2015 08:23	Poor	Council Information	Benefits	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments

11/05/2015 11:46	Poor	Council information	I have not received an email receipt	Could you please be more specific so that we may resolve the issue	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=11YPdxUjyEHwsx3ARaG96WqNUACIOBr
11/05/2015 14:40	Poor	Council information	I need to send you an email with a picture attachment of a dangerous broken parking sign with sharp edges capable of inflicting serious damage to passers-by. Why can't you have a generic email address to do so? Very irritating and difficult to be a good samaritan. Roads & Pavements	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
11/05/2015 23:17	Poor	Council information	Complain Environmental Health & Licenses	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/18-Environmental-health-complaint.html
12/05/2015 16:00	Good	Council information	Would have liked a phone number though	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=r719vo5o58nEGBrC1ArBlQcyP0RyRfU
13/05/2015 08:59	Poor	Council information	I JUST NEED A PHONE NUMBER AND YOU MAKE IT SO DIFFICULT TO FIND ONE	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html
13/05/2015 15:42	Poor	Council information	Why can't we have a telephone number to immediately discuss about the changes in council tax details on my property? Why do I have to wait up to 10 days after filling in the form before you will come back to me?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
13/05/2015 16:17	Poor	Council information	I just want a phone number for the council - why is it sooooo hidden!!!!	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
13/05/2015 17:36	Poor	Council information	I filled out an eform but after trying to submit it was informed that I needed to redo it as the website timed out after 20 min. Extremely frustrating as there was no warning that this would happen.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=43m9Rd9lbrzqgBEsjKrXFdk3M05aVvYk
14/05/2015 08:59	Poor	Council information	The section that says what do i do next doesnt have a response, its awful that as a borough we do not have a stop smoking service.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/public-health/stop-smoking-support.html
14/05/2015 10:26	Good	Council information	I have written in before and it has taken too long for your staff to get back to me. I am hoping this won't happen this time.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=p9VNGSg120PK5oQ0ocirU2fn36et8Hr
14/05/2015 11:39	Good	Council information	A very well structured website. Hopefully other boroughs can learn and follow in the same path.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-information-request-(FOI)/email-receipt.html?mgnlFormToken=56TlqHguxRq7mGrZv0Bfy2Fxd0IM7DT
01/05/2015 14:16	Poor	Council Tax	There is no information on your procedures of when a person has overpaid council tax and has had the band changed	Thank you for your feedback, your comments have been noted, if you have overpaid your Council Tax please contact us on 020 8359 2608 or email local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
01/05/2015 15:09	Poor	Council Tax	The pay online button doesnt work.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=140.0
03/05/2015 11:59	Poor	Council Tax	I have been paying my council tax via the website for a few years, since the website has changed the link no longer works and I get an error message. I have tried on different days and at various times. I now have to do it via online banking through my bank account, it is a bit inconvenient as the barnet payment site used to work perfectly well before the change.	Thank you for your feedback, we have investigated this and the link is working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
03/05/2015 21:59	Poor	Council Tax	The begin form did not work. It simply reloaded the page	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
04/05/2015 09:37	Poor	Council Tax	I am trying to pay my council tax, but this website will not go through to the payment form and instead reloads the same page. This is extremely inconvenient as my payment is due shortly and I will now have to attempt to find a paypoint location.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
04/05/2015 12:43	Poor	Council Tax	SOME KIND OF ERROR FOR COUNCIL TAX PAYMENT	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
04/05/2015 13:02	Poor	Council Tax	It won't lead me to the form anymore.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
04/05/2015 21:49	Poor	Council Tax	Clicking 'Begin form' on the Pay Council Tax page seems to do nothing. I instead used a link via the homepage, which went to a completely different off-site payment page.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
05/05/2015 08:12	Poor	Council Tax	I need the phone number available	Thank you for your feedback, your comments have been noted and we will be updating our pages shortly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
05/05/2015 09:46	Poor	Council Tax	page not working	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
05/05/2015 10:26	Poor	Council Tax	it has been impossible to contact your offices to make an appointment regarding Council tax benefits. I have been trying each and every day to phone for an appointment and your lines are constantly busy, and I am not allowed to book an appointment at your offices, in the meantime I receive threatening demands. 4 weeks and I am still trying to made an appointment. This is not a Service. Barnet council get it together.	Thank you for your comment, it is possible to see to an advisor at Barnet House or Burnt Oak Library - Monday to Friday 9:00am to 4:30pm, no appointment needed.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax-4-support.html
05/05/2015 11:55	Poor	Council Tax	the begin form to pay council tax is not working	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
05/05/2015 13:48	Poor	Council Tax	As your waiting time on the phone is currently 30 minutes I do not intend phoning you to tell of the new tenant's occupation. No doubt they will be in touch themselves.	Thank you for your comment, you are able to either complete a moving in form or email us.local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
05/05/2015 13:56	Poor	Council Tax	I'm trying to pay the council tax but the link keeps telling me that it is not valid any longer because I took too long to answer.... less than a second each time!	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
05/05/2015 15:13	Poor	Council Tax	begin form takes me back to the same page.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
05/05/2015 15:45	Poor	Council Tax	Clicked the 'begin form' button and nothing happened.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
06/05/2015 09:11	Poor	Council Tax	Wasn't working	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html
06/05/2015 10:09	Poor	Council Tax	Fix please!	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in.html
06/05/2015 11:05	Poor	Council Tax	I have over paid my overpayment so can I have it back , I have rang you many a time	Thank you for your comment, please call our call centre on 020 8359 2608 or send an email to local.taxation@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments/how-we-recover-overpayments.html
07/05/2015 08:46	Average	Council Tax	no contact number	Thank you for your feedback, your comments have been noted and we will be updating our pages shortly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
07/05/2015 08:52	Poor	Council Tax	I tried to pay online via the site but your link 'pay council tax' does not work at all	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html
07/05/2015 11:22	Poor	Council Tax	make it work	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
07/05/2015 21:20	Poor	Council Tax	link to pay council tax online is not working. Blamed the internet connection which is not accurate because we tried it on different devices through different connections and it is all not working so it must be the website itself which should have been explained from the start so time was not wasted trying different devices.	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax
08/05/2015 11:41	Poor	Council Tax	Support for links under Chrome? Or missing link?	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
08/05/2015 12:20	Poor	Council Tax	barnet council are a joke - sort your website out so people can pay the tax you rob from us	No comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
08/05/2015 20:53	Poor	Council Tax	'Begin Form' simply reloads the page. Shouldn't the payment form be displayed?	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
11/05/2015 05:41	Average	Council Tax	Not easy to find a simply correspondence address for Council Tax query	Thank you fo your feedback, your comments have been noted our pages will updated shortly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html
11/05/2015 11:19	Good	Council Tax	The whole process of registering my change of address has turned out to be so straightforward. With a website as good as yours I'm only sorry to be moving to a different borough!	Thank you for your positive feedback	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=cg9W4tjnhAZ2foalG45V1aCK0pC8n8h
11/05/2015 14:34	Poor	Council Tax	The link to pay council tax pertaining to my account was not working after numerous tries,	Thank you for your feedback, the error has been investigated and is now working correctly.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html

09/05/2015 12:41	Poor	ES General Enquiry	It will not allow me to report the problem as the drop down DOESN'T WORK	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384395&lat=51.63515824866542&lng=-0.14843076467514038&locationSet=true&location-landmark=between+10+&+11+East+Walk,+EN4+8JX&location-description=The+pathway+between+numbers+10+&+11+East+Walk+is+in+an+extremely+dangerous+condition.+I+live+at+number+11+and+this+pathway+needs+urgent+attention.+According+to+our+deeds,+it+does+not+belong+to+either+Number+10+or+11.+I+understand+it+belongs+to+the+council.
09/05/2015 13:40	Poor	ES General Enquiry	This page and previous page are not working correctly. I'm unable to submit info and photos.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384790&lat=51.629488782952215&lng=-0.2672248415374756&locationSet=true&location-landmark=&location-description=You+can't+miss+it.+Large+amount+of+rubbish+left+outside+the+front+garden+of+the+house+at+the+end+and+now+rubbish+is+all+so+being+left+on+the+pathway+next+to+it.
09/05/2015 17:11	Poor	ES General Enquiry	correct the bug on this page, cannot select a description of problem	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000385323&lat=51.61610477733485&lng=-0.26394546031951904&locationSet=true&location-landmark=37+Orchard+Crescent&location-description=Front+kerb+of+37+Orchard+Crescent
09/05/2015 19:40	Poor	ES General Enquiry	wanted to submit my query, as I was reporting dog fouling outside our home, and website would not allow me to move to the next page. Very frustrating	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000385305&lat=51.58521889513131&lng=-0.1891275998787023&locationSet=true&location-landmark=39+Oakwood+Road,+NW11+6RJ&location-description=outside+our+house,+dog+fouling+by+cherry+tree+on+grass+verge
09/05/2015 20:02	Poor	ES General Enquiry	Check your drop down boxes. People can't report problems out of office hours. Will now have to wait until Monday to call in person.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384397&lat=51.61519636145592&lng=-0.26184797286987304&locationSet=true&location-landmark=&location-description=
11/05/2015 08:17	Average	ES General Enquiry	A drop down box to select the problem did not work	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384341&lat=51.597294404010555&lng=-0.25899410247802734&locationSet=true&location-landmark=Entrance+to+Montrose+Park&location-description=The+entrance+to+Montrose+Park
11/05/2015 08:53	Poor	ES General Enquiry	There is no drop down option in the second box. So the complaint cannot continue.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000383449&lat=51.646266664404884&lng=-0.16228973865590933&locationSet=true&location-landmark=11&location-description=The+pavement+is+in+front+of+no+11
11/05/2015 11:51	Poor	ES General Enquiry	Cannot complete the issue as the next button is frozen.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000386304&lat=51.633535861818466&lng=-0.1496027852400588&locationSet=true&location-landmark=outside+number+56&location-description=Broken+drain+cover
12/05/2015 08:22	Poor	ES General Enquiry	Couldn't open one of the options no matter how many times I clicked on it. How do I let you know about a fox problem?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384268&lat=51.58492449089185&lng=-0.21789193153381348&locationSet=true&location-landmark=Back+of+number+11&location-description=Behind+my+back+fence+I've+been+told+there's+a+family+of+foxes+behind+the+fence.+A+fox+appears+in+my+garden+now+and+again+and+when+disturbed,+jumps+over+the+back+fence+into+a+lot+of+overgrown+shrubbery+trees.
12/05/2015 09:43	Poor	ES General Enquiry	Drop down menu for 'Describe problem' is blank and does not allow any selection. Therefore problems cannot be submitted. Does not work on any PC web browser or mobile, please fix! Thanks	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000386166&lat=51.57040815947686&lng=-0.18653154373168945&locationSet=true&location-landmark=&location-description=Litter+bin+on+the+corner+of+Wellgarth+Road+and+Chandos+Way
12/05/2015 11:23	Poor	ES General Enquiry	Tried to report a half dead tree problem but there weren't any place to describe the problem.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384068&lat=51.626418870213655&lng=-0.2591174840927124&locationSet=true&location-landmark=28+THE+FAIRWAY,+NW7+3HU&location-description=
13/05/2015 08:12	Poor	ES General Enquiry	second drop down box on 1st page has nothing in it and you cannot move on?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384341&lat=51.597294404010555&lng=-0.25899410247802734&locationSet=true&location-landmark=Entrance+to+Montrose+Park&location-description=The+entrance+to+Montrose+Park
13/05/2015 09:53	Poor	ES General Enquiry	MY QUERY WAS ABOUT HOUSING CONDITIONS, IN THE MAIN BODY OF TEXT THERE IS A MENTION OF THAT BEING AN AREA THAT YOU LOOK AFTER, BUT ON THE LEFT HAND SIDE OF THE SITE, HOUSING IS MISSING. ADDITIONALLY, YOU ARE NOT SURE THAT THE PRIVATE COMPANY DETAILS LISTED AT THE BOTTOM OF THE PAGE IS THE ONE THAT YOU WOULD NEED TO CONTACT. YOU SHOW A PRIVATE COMPANY, BUT THEY ANSWER THE PHONE AS BARNET COUNCIL. WHY THAT ANOMALY? ALL THIS IS A SHAME, BECAUSE THE PHONE WAS ANSWERED PROMPTLY AND THE LADY I SPOKE TO WAS EXTREMELY KNOWLEDGEABLE & HELPFUL - EVEN CLARIFYING WITH THE PARTICULAR DEPARTMENT CONCERNED THAT OUR ISSUE WAS ONE THAT COME UNDER THEIR REMIT	Thank you for your feedback, we will look into this.	https://barnet.gov.uk/citizen-home/environmental-health.html
13/05/2015 16:43	Poor	ES General Enquiry	There are no options to choose a problem description so web page does not work!	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000385542&lat=51.613369048084905&lng=-0.2769756317138672&locationSet=true&location-landmark=St+Margaret's+Parish+Hall&location-description=Outside+Fountain+Montessorie+Preschool
13/05/2015 18:53	Poor	ES General Enquiry	Addressing a complaint I have already made by phone with a ref number	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000383092&lat=51.632886951453294&lng=-0.16691172044374977&locationSet=true&location-landmark=35+Oakleigh+Park+North&location-description=Outside+back+entrance+to+35+Oakleigh+Park+North+in+Athenaeum+RD
13/05/2015 20:00	Poor	ES General Enquiry	make it work	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000383035&lat=51.593848680410844&lng=-0.2560865879058838&locationSet=true&location-landmark=38&location-description=side+of+38+on+street
13/05/2015 20:41	Poor	ES General Enquiry	How can I tell you there is a hole in Carnarvon Road if the website doesn't allow this? Poor service	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000383487&lat=51.655811748221566&lng=-0.20486712455749512&locationSet=true&location-landmark=Wesley+hall&location-description=On+road+between+library+and+Wesley+hall
14/05/2015 08:48	Poor	ES General Enquiry	If a text box was also available I could have still reported this issue	Thank you for your feedback, we will look into this.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?streetid=101000384196&lat=51.62985573210855&lng=-0.15680137716117315&locationSet=true&location-landmark=&location-description=Gallants+Farm+Road+as+you+turn+left+onto+Russell+Lane
11/05/2015 15:00	Poor	General Enquiry (Streets & Parking)	What road works are being done in Barnet, particularly around Hendon and West Hendon??? It's already halfway through 2015 and there is no information	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html
12/05/2015 21:39	Poor	General Enquiry (Streets & Parking)	I want to know how often streets are cleaned and when is the next clean for East Barnet?	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning.html
04/05/2015 10:23	Poor	Homepage	Council Information	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home.html
04/05/2015 16:27	Good	Homepage	Maybe more then one page	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home
06/05/2015 15:00	Poor	Homepage	make the council contact tel number more obvious	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home
11/05/2015 07:33	Poor	Homepage	Well you will reply when I've found how to contact you. So don't hide.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/popular/t
11/05/2015 09:37	Poor	Homepage	Barnet council I call you I speak to someone in the midlands for a pcn its in Sheffield do you actually exist Which part of the county is Barnet so yiu exist	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home
11/05/2015 17:09	Poor	Homepage	No	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home
12/05/2015 09:54	Poor	Homepage	no complints or customer charter	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/popular/c
13/05/2015 14:02	Poor	Homepage	I am trying to contact someone for Freedom pass update and no number for either Barnet Council or Freedom Pass person is available. Perhaps this is a ploy to limit the amount of queries and make targets look good.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home
04/05/2015 12:54	Poor	Libraries & Museums	I want to know if my library is open on bank holiday. Can't find this information.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times
03/05/2015 07:10	Poor	News	Get the info right. It's 12 mins to St Pancras not kings cross	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/news/Budget-confirms-new-overground-station-for-Brent-Cross.html
07/05/2015 06:41	Poor	News	Now good	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/news/Persons-nominated-Parliamentary-and-BYE-elections.html
07/05/2015 08:47	Poor	News	I was looking for polling station location. No there!!!	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/news/New-Polling-Stations-in-Barnet.html
08/05/2015 05:37	Poor	News	How many mp's in Barnet	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/news/Election-results-in-Barnet.html
08/05/2015 10:00	Good	News	It took time to look around where to find the results of today's elections. The page of results was very well edited and it was very easy to find all the answers to my question at once. Clarity is appreciated. Only when we ask some questions do we get blocked by so many excuses when it is a matter of cover up or protecting an issue like Abbots Depot chosen as rubbish depot in the middle of our neighbourhood.	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/news/Election-results-in-Barnet.html
09/05/2015 10:05	Poor	News	Well out of date! Rubbish website page about rubbish!	Thank you for your feedback, we will look into this.	https://www.barnet.gov.uk/citizen-home/news/categories/rubbish-waste-and-recycling
13/05/2015 14:22	Poor	News	How many of the 7,500 new homes are for social rent? How many are for affordable rent and how many are for sale?	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/news/Argent-Related-recommended-as-Development-Partner-for-Brent-Cross-South.html
07/05/2015 20:59	Poor	Parks	also no map	There is a map contained within the downloadable guide for the Dollis Valley Greenwalk.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html

12/05/2015 11:46	Poor	Parks	Rather than have websites which state whats available (or potentially available) it would be useful to have ACTUAL activities in Barnet for young people/adults	Please allocate to Tim Heatherington Sports Development	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/activities-for-young-people/directme-young-people.html
01/05/2015 09:52	Good	Planning & Building Control	wanted to know how to report a unsafe tree , and the page gave me all the information i needed	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html
01/05/2015 10:39	Poor	Planning & Building Control	Reference numbers should be unique to each plan to make for easier finding.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
03/05/2015 15:32	Poor	Planning & Building Control	It doesnt have a full list of properties in this street the one that we want to view is not on here	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
05/05/2015 20:18	Poor	Planning & Building Control	the page with all the annual monitoring reports failed to open	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/annual-monitoring-report.html
07/05/2015 16:22	Average	Planning & Building Control	An awful website for finding out whether or not a property is in a conservation area! Many more councils websites are far more easy to use AND provide the answer swiftly! Conservation	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html
07/05/2015 17:14	Poor	Planning & Building Control	finding what I want is impossible!	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations.html
11/05/2015 09:34	Poor	Planning & Building Control	Your site is far too complicated to find a simple previous planning permission. Rubbish Planning & Building Control	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/supplementary-planning-documents/planning-obligations/planning-obligations-spd.html
12/05/2015 12:07	Poor	Planning & Building Control	What is the point in having a webpage that explains when to contact the council regarding council property trees and then have no telephone number, email address or postal address to do so. Infuriated as I still can't find the number I actually need.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html
13/05/2015 11:49	Poor	Planning & Building Control	There is no information as to when the core strategy will be reviewed, or ideas of when a renewal of such will occur.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/core-strategy-and-dm-policies-eip.html
01/05/2015 11:35	Poor	Registrars	This web page didnot accept international phone number	This is a matter that needs to be flagged up with Barnet web team.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/2-Personal-Details.html?mgnlFormToken=ovix85qsagthv4Rv57PJScWfARb5V
03/05/2015 09:25	Poor	Registrars	I want to see a picture of the venue where you do marriages, not just a picture of some chairs	We used to have the list of approved premises and the link to their website on our pages, but it seems it has disappeared. We will liaise with the Barnet Webdesign team to rectify this problem as soon as possible.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships.html
11/05/2015 08:35	Poor	Registrars	The information is not correct! Not updated! Why nobody update? What's the reason for this website? Rubbish!	We have updated our pages recently and aim to update on regular basis if required. Please contact us on 0208 359 6400 to enquire further.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html
01/05/2015 07:45	Poor	Search	When I typed in the specific planning application reference I got 100s of applications - not the specific one I wanted!	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&keywords=15/02134/FUL
01/05/2015 10:51	Poor	Search	I am looking for the phone no. for Mill Hill Library Hartley Avenue How is one supposed to contact the library without a phone no ? Attempting to find the no has been a waste of my time. I don't know any other website which does not give you a contact no.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=PHONE+NUMBER
04/05/2015 23:04	Poor	Search	Planning & Building Control	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=do+i+need+planning+permission+for+conservatory?
05/05/2015 08:20	Poor	Search	got no confirmation registration email - been waiting 10 minutes and that's despite rerequesting it	Thank you for your comments and we will look into the issue.	<a "="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=
05/05/2015 17:09	Poor	Search	I have challenged a PCN on line and have not received an automated receipt which I believe should be issued to ensure the challenger knows that this has been received. As I thought this was an error I have sent another email and again have not received anything to say that this has been sent. APPALLING!	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=X1895HK
06/05/2015 11:58	Poor	Search	TELEPHONE NUMBER!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! Education & Schools	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=telephone+number
07/05/2015 07:41	Poor	Search	voting candidates and proxy voting-when I searched few days ago	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=voting+candidates
08/05/2015 11:40	Poor	Search	I only wanted a phone number to complain about street furniture that blind people cannot negotiate.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Phone+number&resultsPerPage=10&page=1
08/05/2015 14:06	Poor	Search	did not answer my question who got voted in con lab lib green ?	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=who+won+the+election+for+barnet
09/05/2015 13:31	Poor	Search	Unable to search for a planing or building application on a probable unauthorised site. Planning & Building Control	Thank you for your comments and we will look into the issue.	<a "="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=
11/05/2015 14:59	Poor	Search	the house in question, has had some noisy and untidy tenants over the past few years. Very noisy children coming and going and coming onto private car parks in Magnolia Gardens with scooters, skateboards and playing football across Stoneyfields Lane despite traffic going past. I am told that stones were thrown at cars and the person from whom I purchased my house had her car window smashed as a result. I actually felt very intimidated by their presence but felt it was best not to complain. If you check the property at the present time you will find debris in the front garden, including some tires stacked up. It looks most unsightly. Could I have some reassurance that this will not be repeated by new tenants or whoever occupies the house. The house might benefit by having the work done but not if they are going to pack the house with too many people.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=98+STONEFIELDS+ANE,+EDGWARE+HA8+9SR
12/05/2015 10:02	Poor	Search	I have been told that there are 1,564 results found for what I'm looking for. I just want to comment on one application, not trawl through a thousand results. Isn't that what the reference number is for? A specific application? I can't find anything with the reference. Now I have no idea what to do.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02512/FUL
12/05/2015 15:07	Poor	Search	Placement policy Housing	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=housing+applications
13/05/2015 12:23	Poor	Search	Asked questions on law that was passed through parliament last Aug/Oct 2014, which made it mandatory for letting agencies to sign up with scheme to provide info on good/bad landlord s or tenants! Mine isn't signed up, having lots of probes,unanswered questions,RFR never given, sold on twice still no rights of First refusal, inept agency! Same of new landlord.we are sitting tenants and I now know my rights,and no help from any quarter. Just found out from waterboard,that old landlord told them she sold them (4flats)as empty and are still empty!!!! I wonder where we all went? All our legal rights have been abused,my husband is being treated for a breakdown since the start of all this,I just don't know who to turn to for help, I thought this scheme was the answer,and it is,but they haven't signed up,I know it's mandatory,but who enforces it. This scheme will help me VERY MUCH if only they'd signed,Isn't there some kind of redress on such an important law,as it is now so,please can you help?	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=law+passed+through+parliament+Aug+2014+making+it+mandatory+for+letting+agencies+to+sign+up+with+sche+me,what+happens+if+they+are+not?&resultsPerPage=10&page=20
01/05/2015 10:45	Average	Self Serve	Please publish a clear link to online parking permit renewal. The present system is very time consuming. I did not want to register with LBB but could find a way past this.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/register.html
04/05/2015 10:41	Poor	Self Serve	What is the password policy? Why don't you tell people what it is, rather than just fail their submission? Is it a guessing game?	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/register.html
04/05/2015 10:51	Poor	Self Serve	Doesn't work well on windows mobile.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
04/05/2015 15:46	Poor	Self Serve	Address field often have problem to continue saving profile	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
05/05/2015 13:48	Poor	Self Serve	I have paid my first payment of Council tax earlier than due date (due date was 5th May and I paid on 20th April), the system shows my last payment but still shows my next payment due date as 5th May, it's supposed to remove the May payment from my debt and show the next one which is in June/July	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/05/2015 17:40	Good	Self Serve	NO COMMENTS NECESSARY AS I FELT THE WEBSITE WAS FANTASIC	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
05/05/2015 20:49	Poor	Self Serve	In today's world of multiple passwords it seems silly to require a user to have a 8 digit password with capital letters AND symbols. Especially when it's likely that more that one person will use the account to check bills etc.... There's no way me and my wife are going to remember the complicated password I just created unless we write it down somewhere, which kind of defeats the purpose of a password. Also, the whole reason I just spent 15 minutes signing up was so that I could check to see what our new council tax bill is, since we lost the last paper copy. For some reason it wouldn't let me register to see this information so the site is useless to me. Once you put in your address and post code on initial registration it should show you all of the info automatically. What kind of site makes you register so many times!!!	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
06/05/2015 16:49	Average	Self Serve	I really like the idea of this page and login but I think more improvement should be carried out.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
07/05/2015 10:18	Poor	Self Serve	Site not easy to go 'back/forward' on any page.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200010041

07/05/2015 10:46	Poor	Self Serve	I've entered the data and it will accept the facts!	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
07/05/2015 13:42	Good	Self Serve	Please can I have a pdf version so I can download to my phone that way I can access the info without internet connection	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200054641&address=101000466118
07/05/2015 14:07	Poor	Self Serve	The map is really small and you can't extend it's size or scroll easily	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
10/05/2015 18:10	Good	Self Serve	The collection calendar should print out in colour	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200077766
11/05/2015 06:40	Average	Self Serve	First I Try to Log in, was telling me incorrect password. request an email to reset the password but I didn't received anything. I tried to log in again with the old password the account was blocked, request unblocked email waited but no email received.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/login.html
11/05/2015 16:32	Average	Self Serve	Benefits	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
11/05/2015 21:10	Poor	Self Serve	We were unable to register and therefore unable to renew our parking permit. This is most unsatisfactory.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/register.html
12/05/2015 10:36	Poor	Self Serve	Parking	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
12/05/2015 10:38	Poor	Self Serve	I was trying to log in since yesterday but unfortunately I was not able. My password is saved in my computer so there is no space for error and was telling me that the password was wrong. I requested a link to reset the password never received any email despite the Barnet web page was telling me that an email has been sent. then I have tried again until my account was locked, then I requested many times unblock or unlock the account but never received email from this web.	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/login.html
13/05/2015 09:33	Poor	Self Serve	Won't let me access council tax payments	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
14/05/2015 09:14	Poor	Self Serve	I HAVE PHONED THE COUNCIL TWICE REGARDING THE FOLLOWING WE WERE SENT A LETTER FOR REVISED COLLECTION DATES FOR BINS IN TITHE WALK, BUT HOW COME THE GREEN BIN COLLECTION IS STILL ON A SATURDAY AND NOT ON WEDNESDAY AS STATED IN YOUR LETTER SENT TO EVERYONE, ALSO WHY DO THE DATES ONLINE STILL SHOW THE ORIGINAL COLLECTION DATES???? DOES SOMEONE NOT FOLLOW UP THIS SERVICE TO SEE THAT IT IS CORRECT. WE THE RESIDENTS WOULD BE GRATEFUL IF YOU COULD SORT THIS OUT. THANKS,	Thank you for your comments and we will look into the issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200117903
07/05/2015 08:41	Poor	Uncategorised	The 2nd tab after selection of Road damage does not work and what is e-name??	Thank you for your comments and we will look into the issue.	N/A
07/05/2015 08:49	Poor	Uncategorised	what is the eform name? No details about it or what the user has to do. Is my complaint recorded? Bring back the old system.	Thank you for your comments and we will look into the issue.	N/A
01/05/2015 21:47	Average	Waste & Recycling	Green bin collection day should be clear and simple to find	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - green waste, mixed recycling, food waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/05/2015 21:55	Poor	Waste & Recycling	Still do not know what Saturday green bin is collected. 50% 50% chance it may get collected tomorrow ??	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - green waste, mixed recycling, food waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
02/05/2015 09:12	Good	Waste & Recycling	Thank you	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/5-My-bin-is-damaged.html?mgnlFormToken=YVtrq3fSHc2rwn617C9uYfuW9rDhTv
03/05/2015 16:49	Poor	Waste & Recycling	I keyed in my postal code. It did not provide the date of collection although on top of the page it stated the dates of collection ! ?	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
04/05/2015 16:38	Good	Waste & Recycling	The brown food caddies are being knocked over by foxes which cause them to unlock and spill their contents - a different locking system needs to be looked at that can't be knocked out of place so easily	Please be assured that we have noted your specific concerns and take seriously the problems you have encountered with the food waste collection container at your property. Since the introduction of the food waste collection service we have received very few complaints about the bins and the service has proved successful in increasing the amount of food waste residents recycle in Barnet. This is a standard container that is used in Barnet, and also widely used by other local authorities in the UK where a separate food waste collection service is in operation, and presently there are no alternative food waste bins we can offer. However where there are issues, as you have raised, we would generally advise residents to try to store the external food waste container in a secure place until collection day and perhaps avoid putting any meat/fish products in the bin during the warmer weather. We know that some residents place their food waste container on top of the blue bin for collection purposes which also may help. ☹	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=4V57aGGEZfAQk5CmeOsrHmR1TOYhf5
05/05/2015 07:11	Poor	Waste & Recycling	Wrong bin collection dates shown.	Thank you for your feedback. We apologise for the problems you have experienced in trying to find out your collection dates. If the incorrect information is still being shown then please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so we can investigate.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
05/05/2015 15:00	Poor	Waste & Recycling	Can't find my house, but its definately there!	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06/05/2015 08:55	Poor	Waste & Recycling	It is the second time I try to order an additional bin and the forms are not available due to maintenance!!	We apologise for any inconvenience caused whilst trying to order an additional bin. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html
06/05/2015 15:46	Poor	Waste & Recycling	I would like to know how much the bins cost before filling out the information	Thank you for your feedback, we are keen to ensure that the information we provide to residents is clear so this information will be passed on to see how we can improve our information.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html
08/05/2015 11:35	Good	Waste & Recycling	So relieved I didn't have to trawl through onehundredandone links to find the required information.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

08/05/2015 11:57	Poor	Waste & Recycling	On a standard website, if a question cannot be answered, you would offer an contact for these issues. Even a bog standard website would do this, so why not here?	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
09/05/2015 16:10	Good	Waste & Recycling	I am very grateful for my assisted deliveries as i have bad arthritis.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
11/05/2015 17:17	Average	Waste & Recycling	Bin not collected - 2nd time in three months. Human error, easy enough, but no indication of how you will avoid repetitions in future	Thank you for your feedback and apologies for not receiving a collection. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
12/05/2015 12:51	Poor	Waste & Recycling	Rubbish & Recycling	Thank you for your feedback. If there is particular information that you require that was not available online then do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=a8mdZduX23nnPNJoh8YjrwQlgDosIKXI
12/05/2015 17:45	Poor	Waste & Recycling	TRIED TO FIND DATE FOR GREEN RECYCLING BIN, BUT TO NO AVAIL. ENTERED ADDRESS, POSTCODE ON APPROPRIATE LINK-USELESS. STILL NONE THE WISER	We apologise for any inconvenience. The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/05/2015 19:39	Poor	Waste & Recycling	DID NOT REGONISE POST CODE . LIVED HERE 38 YEARS COUNCIL TAX DOCUMENTS REGONISE IT . ALL I WANT IS ANOTHER GREEN BIN	We apologise for any inconvenience caused whilst ordering a new green bin. Please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 and we can get this arranged.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=PGImvgLTa4Vbg1NX3KyjV4iQaNLsNwb
13/05/2015 08:45	Poor	Waste & Recycling	I'd like to know how i contact someone by telephone who has written to me. Rubbish & Recycling	Please contact the Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 to provide further information about your issue.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14/05/2015 08:57	Poor	Waste & Recycling	All the bins were on the boundary at 5.45 a. m. today the black ones were emptied the brown waste bin placed on top of the blue bin was emptied but the blue bin was left unemptied (the blue bin was INFRONT of a black bin which WAS emptied Please arrange urgent collection today Thanks	We apologise for any inconvenience caused with not having your recycling bin collected. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
14/05/2015 09:05	Poor	Waste & Recycling	Rubbish & Recycling	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html