



FOI REF:	15310
RESPONSE SENT:	27/03/2025

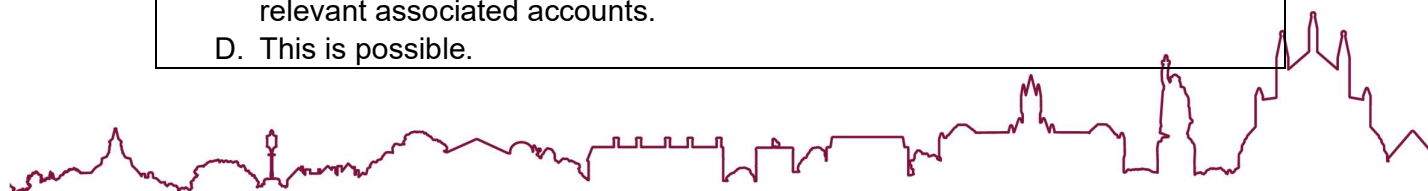
Request

Please answer for all and any billing authorities you work within/manage, if more than 1.

- A. Please advise if there is anyone who deals with Housing associations landlords within council tax team, please provide their name, direct email address and phone number too please. If not, please provide an alternative email address, where we can get complicated queries dealt with and advise who can take responsibility for responding to queries. For example, who can review the portfolio and advise if there are long term empty property premiums applied to accounts, with a view to getting these brought back into use. Or advise how many accounts have outstanding balance with courts summons or out with debt collectors.
- B. Is it possible to arrange an in person or teams meeting to discuss accounts and get certainty that they are up to date. How can this be arranged and who with? Please provide contact details.
- C. Can you please advise if there is an online portal that is useable for a Housing association to log on and download bills and review accounts.
Please advise how we can get access.
- D. Please advise if the council tax department can extract data showing closed accounts with balances and or open accounts with long term premiums added.
- E. Please advise, if the council has a registered charity or housing association listed as the account holder, is it policy to automatically apply class B exemption or does this need to be applied for each time a tenant changes. Please let me know if there is a different policy.
- F. Does the council automatically issue refunds for credits on accounts or do they have to be requested?

Response

- A. Please send enquiries to counciltax@winchester.gov.uk
- B. Please send enquiries to counciltax@winchester.gov.uk
- C. You can access your portal using our website:
[Council Tax - Winchester City Council](#)
You will need to sign up using one account and then you can access relevant associated accounts.
- D. This is possible.



- E. If the required information is available at the time of the change, the exemption will be applied. If it is not, an application will be required. The application form is available on our website.
- F. We issue credits manually where an action has taken place and a credit is available to refund.

