

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** FOI-17-1014 - Reminder Notices  
**Date:** 09 August 2017 14:02:02  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED],

Thank you for your information request of 20 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**1) The total number of reminder notices sent out with regards to council tax arrears during the years during the financial years 2014/15, 2015/16 and 2016/17.**

The total number of Council Tax account reminders, is as follows:

2014/15	46,937
2015/16	44,193
2016/17	47,481

It should be noted that where there is more than one liable person named on a Council Tax account, separate documentation must be issued for reminders.

**2) The number of reminder notices sent out with regards to council tax arrears of less than £20, less than £10 and less than £5 during the financial years 2014/15, 2015/16 and 2016/17.**

Aberdeen City Council only send out reminders where the outstanding amount is £5 and above.

ACC is unable to provide you with information on **The number of reminder notices sent out with regards to council tax arrears of less than £5 during the financial years 2014/15, 2015/16 and 2016/17** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

Aberdeen City Council do not record or report on reminders issued for less than £10 and less than £20 except for within each individual reminder notice.

ACC is unable to provide you with information on **The number of reminder notices sent out with regards to council tax arrears of less than £20 and less than £10 during the financial years 2014/15, 2015/16 and 2016/17** as the cost of providing it has been calculated as being in excess of the statutory maximum (£600). To explain this, it would involve an ACC Officer checking through each reminder notice and extracting the relevant information. This has been calculated at 1 minute per notice, which equates to 1,528 hours, at the cost of £22,918.50 in total.

In order to comply with its obligations under the terms of Section 16 of the FOISA, ACC hereby give notice that we are refusing your request under the terms of Section 12 - Excessive Cost of Compliance - of the FOISA.

ACC would be happy to discuss ways in which you may refine your request, so we can provide some information of interest to you within the maximum cost limits. Please do contact the Information Compliance team, who will be happy to advise you, if this is something you would

like to pursue.

**3) The number of reminder notices sent out with regards to council tax arrears in excess of £1,000, in excess of £5,000 and in excess of £15,000 during the financial years 2014/15, 2015/16 and 2016/17.**

Aberdeen City Council do not record or report on reminders issued in excess of £1,000, in excess of £5,000 and in excess of £15,000 except for within each individual reminder notice.

ACC is unable to provide you with information on **The number of reminder notices sent out with regards to council tax arrears in excess of £1,000, in excess of £5,000 and in excess of £15,000 during the financial years 2014/15, 2015/16 and 2016/17** as the cost of providing it has been calculated as being in excess of the statutory maximum (£600). To explain this, it would involve an ACC Officer checking through each reminder notice and extracting the relevant information. This has been calculated at 1 minute per notice, which equates to 1,528 hours, at the cost of £22,918.50 in total.

In order to comply with its obligations under the terms of Section 16 of the FOISA, ACC hereby give notice that we are refusing your request under the terms of Section 12 - Excessive Cost of Compliance - of the FOISA.

ACC would be happy to discuss ways in which you may refine your request, so we can provide some information of interest to you within the maximum cost limits. Please do contact the Information Compliance team, who will be happy to advise you, if this is something you would like to pursue.

**4) The cost to the council of sending out a council tax reminder notice.**

The estimated costs for printing, envelopes and postage (excludes VAT) to send out reminders is as follows:

2014/15	£34,498.69
2015/16	£32,481.85
2016/17	£34,898.53

We have estimated these costs by identifying the cost for printing, envelopes and postage for one reminder notice and multiplied by the amount of reminders issued in that year.

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

**INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.  
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

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