

PRIVATE AND CONFIDENTIAL

Mr C. Bury



Dear Mr Bury,

Unreasonable Behaviour & Council Tax

Unreasonable Behaviour

I refer to your letter of the 04 December 2023. On the 05 September 2023 you were advised that your behavior was unreasonable in your continued persistence to raise points that the Council had already answered. You were told that the Council will not respond to you further.

You have now sent another two letters in respect to your request for information. These will not be replied to.

Council Tax

In relation to your Council Tax, I understand that your Council Tax reduction appeal was dismissed following a hearing on 09 October. The panel upheld the original officer decision as I understand you did not provide requested information.

The Council has already made reasonable adjustments to facilitate a further application. I understand that have contacted the Council by phone on the 31 October and you were advised that you:

- could apply for reduction online at www.herefordshire.gov.uk/council-tax-1/claim-council-tax-reduction ; or
- the Council would complete a form with you over the phone; or
- you could make an appointment to visit Blueschool House where the officers would assist you.

I understand that the Council has not received a further application for Council Tax reduction. I attach a copy for you of the paper form sent to you in August 2023.

I would suggest that you complete your application as stated in the various reasonable methods already provided by the Council. Should these adjustments not overcome your detriment, then you should contact the Council's council tax department again to discuss.

Yours sincerely



Sean O'Connor
Head of Legal Services