Herefordshire Council

Herefordshire Council
Benefits Section
Plough Lane
Hereford
HR4 0LE

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MR CHRISTOPHER [redacted] BURY
[redacted]

Tel: 01432 260333
Benefit ref: [redacted]
Ctax ref: [redacted]
Date: 21 May 2024
email: benefits@herefordshire.gov.uk

Dear MR BURY,

Council Tax Reduction

Thank you for your letter dated 2nd April 2024, received on 8th April 2024.

Transcripts/recordings of telephone conversations made to the Revenues and Benefits Team are only held for a period of 3 months under General Data Protection Regulations (GDPR). We consider that 3 months is a sufficient period for a customer to request data in respect of their Council Tax Reduction claim where they consider that an incorrect award or information has been included within the assessment of entitlement.

I am unable to provide the information requested on this occasion however, the account notes relating to your telephone calls are as follows:-

01 Sept 2020
Call from Mr Bury re claim for CTR.

Further to notes, have requested that he send through proof of ID and UC award. He received a UC payment about 2 weeks ago, just the standard living costs [redacted]

26 November 2021
Put through by Council Tax.

CTR in payment to August but then UC was terminated. We issued a letter to advise. He wants to claim CTR. I said he would have to put in a new claim and we could backdate to [redacted]8.2021 but he would need a good reason for the backdating.

[redacted] so we are talking about the period [redacted] Put him through to Recovery to discuss Summons. Also advised him to claim SPD by contacting Council Tax.

I hope that the above is of use to you.

Yours sincerely

Darren Birch
Benefits Team Leader