



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 15  
Council House  
Coventry  
CV1 5RR

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E-mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

30 September 2021

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI364569767**

Thank you for your request for information relating to council tax overpayments.

You have requested the following information:

**1. The total number of people who are (knowingly to the council) overpaying on their council tax and the total monetary figure of these unclaimed amounts between January 2016 and January 2021.**

**2. Please provide the information in the form of a spreadsheet or simple table categorised by the reason for overpayment – split by year between January 2016 and January 2021 and the total number of people plus the total monetary figure per category. The categorisations for the reasons for overpayment are listed:**

- **Overpayment due to Exemptions/Discounts**
- **Overpayment due to Band Changes**
- **Overpayment due to Leaving the Borough**
- **Overpayment due to Other Reasons**

For Questions 1 and 2, please see the attached spreadsheet.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please

contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**

Coventry FOI - 364569767

number_credit	amount_credits
5,536	-£748,446.06

bill_reason_desc	credit_2016
Closed Band	-£294.07
Annual	-£2,602.00
Single Discount	-£1,942.99
Disabled Discount	-£42.42
Correction	-£6,036.55
Disregard Discount	-£283.98
Benefit	-£8,413.63
Band Change	-£88.48
Profile Change	-£204.55
Empty Discount	-£1,681.30
Final Notice	-£2,185.97
Vacation	-£80,819.85
Reprofile	-£607.74
Exemption	-£3,431.46
Multiple	-£213.46

bill_reason_desc	credit_2017
Closed Band	-£78.68
Annual	-£652.70
Single Discount	-£1,607.31
Correction	-£5,555.78
Disregard Discount	-£47.58
Benefit	-£4,446.38
Band Change	-£25.98
Profile Change	-£167.54
Empty Discount	-£1,005.67
Final Notice	-£566.08
Vacation	-£37,674.45
Reprofile	-£1,324.42
Exemption	-£490.13

bill_reason_desc	credit_2018
Annual	-£2,043.66
Single Discount	-£2,272.12
Correction	-£715.23
Benefit	-£7,258.61
Band Change	-£2.68

Profile Change	-£11.30
Empty Discount	-£364.07
Final Notice	-£1,347.49
Vacation	-£21,600.79
Reprofile	-£643.54
Exemption	-£599.25
Multiple	-£48.63

bill\_reason\_desc                      credit\_2019

Closed Band	-£1,551.09
Annual	-£6,795.63
Single Discount	-£4,191.61
Correction	-£3,848.18
Disregard Discount	-£5.01
Benefit	-£11,590.58
Band Change	-£118.16
New Band	-£20.59
Profile Change	-£427.93
Empty Discount	-£288.44
Final Notice	-£1,285.88
Vacation	-£39,193.90
Reprofile	-£1,348.75
Exemption	-£528.67
Multiple	-£34.39

bill\_reason\_desc                      credit\_2020

Closed Band	-£3,453.92
Annual	-£13,818.56
Opening	-£468.01
Single Discount	-£21,174.25
Correction	-£3,319.15
Disregard Discount	-£397.14
Benefit	-£76,009.20
Band Change	-£630.21
Profile Change	-£290.11
Empty Discount	-£1,833.29
Final Notice	-£7,640.28
Vacation	-£39,574.08
Reprofile	-£1,949.68
Exemption	-£7,823.48
Multiple	-£1,114.78

bill\_reason\_desc                      credit\_2021

Closed Band	-£1,623.00
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Annual	-£76,728.40
Opening	-£1,089.81
Single Discount	-£29,553.66
Correction	-£2,243.73
Disregard Discount	-£452.16
Benefit	-£52,790.84
Band Change	-£0.01
Profile Change	-£110.02
Empty Discount	-£2,941.11
Final Notice	-£6,896.45
Vacation	-£94,789.78
Reprofile	-£10,141.89
Exemption	-£11,999.64
Multiple	-£183.11