

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/04/2017	Poor	Waste & Recycling	Doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/04/2017	Poor	Waste & Recycling	It wasn't working. I wanted to know when the collection dates are for green waste.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/04/2017	Poor	Waste & Recycling	The page that tells you what day your bin collection is on, is not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/04/2017	Poor	Council Tax and Benefits	The link to the direct debit page doesn't work!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=NaCZkiuibJmOaMwFp0JEKbjw2Ebuo7rO
01/04/2017	Poor	Waste & Recycling	Not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/04/2017	Poor	Waste & Recycling	It doesn't provide the information I want regarding bin collection dates for ***** . It's been like that for a few days saying something went wrong.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
01/04/2017	Poor	Myaccount and lagan forms	unable to pay bills or review my account for the past month.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
01/04/2017	Poor	Council Tax and Benefits	not work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1746371366.1490989444

01/04/2017	Poor	Council Tax and Benefits	cannot set up DD online	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html
01/04/2017	Poor	Council Tax and Benefits	the page is not loading at all and I can't arrange my direct debit on line	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=FomrJ5lgufCU049fVhZ1skd8Yf1cpVHY
01/04/2017	Poor	Myaccount and lagan forms	It's becoming more frequent that the website is having technical issues. Since yesterday it's been down. Hurry up and please get it sorted.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
01/04/2017	Poor	Council Tax and Benefits	Direct Debit page is not working	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=zAthvZRR3uKqrwCKqd3zSElQqRwR20ys
01/04/2017	Poor	Council Tax and Benefits	The following page where you setup your Direct Debit doesn't display anything except for the Barnet logo. Tried on Firefox, Chrome and Edge.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=JBUDAyWcmLdLM49wfCmcjlbCgtsgyKGV
01/04/2017	Poor	Planning & Building Control	NO WAY OF SIGNING UP FOR PLANNING ALERTS? CAN'T FIND IT ANYWHERE, INCLUDING THROUGH SEARCH	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
01/04/2017	Poor	Council Tax and Benefits	when you click start form it takes you to a blank page. there is no direct debit form! I keep trying and no luck.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=ffskK8lUamxv26k9yazVSTBqQsWXV55k
01/04/2017	Good	Libraries	No comments	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=1419930958.1491062265

01/04/2017	Average	Parks	I was hoping for a map, showing entrance gates and such. Never mind, it's okay. Cheers.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584aeb&view=true
01/04/2017	Poor	Council Tax and Benefits	Doesn't load	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=cgUcNNUoSzDGisWllvZehlfR511Fgds
01/04/2017	Poor	Parks	Please improve the map for the Dollis valley greenwalk!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html
01/04/2017	Poor	Council Tax and Benefits	I just attempted to set up a direct debit online, i clicked start form from this page and it does nothing. i refreshed, i came out and did the process again and it does not give me a form to fill in.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=rTrriMMSuM5swoad0Gj3K8z8yDvlzFNi
01/04/2017	Good	Waste & Recycling	easy to navigate.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=GleBStDdytOOTmw25xYu02LEj0Nh4jif
01/04/2017	Good	Waste & Recycling	easy to navigate	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=GleBStDdytOOTmw25xYu02LEj0Nh4jif
01/04/2017	Poor	Libraries	So sad about these closures	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times
01/04/2017	Poor	Council Tax and Benefits	It doesn't work. It just comes up blank.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=PEX5AmRDRyIKG2ZWsW59A9oMdjPkea3

01/04/2017	Average	Children's Services	Pricing seems out of date.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYi-general-enquiries/email-receipt.html?mgnlFormToken=LmHAMo9impOWqbdSnoqECDHgRW71cJkR
01/04/2017	Poor	Council Tax and Benefits	the next page doesn't load, it is an empty page	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=0jKH HwXMsLCUHqBlWjx0yr6FtJIC6vsR
01/04/2017	Poor	Council Tax and Benefits	once i click to start the page is broken , using chrome	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=E8768PdYpVGPC9ywmblVjz22Oc0ZOWzv
02/04/2017	Good	Council Tax and Benefits	I believe a chat box with an advisor would be more beneficial and would save time. Regards	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=irUUBttbAPd6kLwwkC6NV8LpJSVB8ukD
02/04/2017	Poor	Libraries	The timetable for opening times makes no sense. You could improve it by ensuring the table/times are accurate.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet.html
02/04/2017	Poor	Council Tax and Benefits	The direct debit request does not open on iPhone	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=wTDIC8fnlclFumXlreEBgjA4H1g4vD0L
02/04/2017	Poor	Council Tax and Benefits	not working	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=w7u15FuiRalBo0b2DoHV91hACRmt4NXf
02/04/2017	Poor	Council Tax and Benefits	Trying to sort out direct debit and link will not open	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=BdzaRWsfyxBKFwaidIKOFVDI4bfoQq

02/04/2017	Poor	Council Tax and Benefits	the form page refuses to load!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=BPLUxnG6y9Yob6hsL06otlJVDjYDMIO8
02/04/2017	Poor	Council Tax and Benefits	Am trying to fill out the direct debit form, every time i press the start form button there is nothing there. Just the Barnet logo.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=7nBATXw1TE88wxpbW1MGTMumjraSRJO0
02/04/2017	Poor	Council Tax and Benefits	The form won't load	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=dICs68np1p7OWRhneqgCuJY8OPwNT6rx
02/04/2017	Poor	Council Tax and Benefits	I am trying to set up a direct debit to pay this years council tax on line, however every time i click on start form there is nothing there, have to forgotten to load the form onto the website or am i just doing something wrong?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=D3R0bMGCQBil37sVyDbSdB6XmZw3vWR
02/04/2017	Poor	Council Tax and Benefits	I have repeatedly tried your web page to set up a Direct Debit payment for Council Tax: https://barnetoac-live.openrevenues.civicahosting.co.uk/scripts/orev.wsc/ibxmlpr.p?docid=irchgpayex but all that opens is a blank page with the Council's heading at the top. I have tried different browsers, and have tried logging in to my Barnet account. Nothing works.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=cA18PujTTRIFgVTU4pYjnhZvcBgdRSM7
02/04/2017	Good	Waste & Recycling	Works fine for me. A map of the borough showing all the roads included in the Pesach collection would be easy to understand.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service.html
02/04/2017	Poor	Council and Democracy	According to website Hendon Library is closed from 3rd April. However when I went to the library on 2nd it had already closed !!! Need to have better internal communications	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/Disclaimer.html

02/04/2017	Poor	Parking	I have made several attempts to apply or a Saracens Events day Permit, but an error message comes up after uploading the document. I know my scanned document is just over 3 MB (pages 1-3 of the V5 Log book) hence well below the 5MB limit. Please sort out the glitch, it's very frustrating. I'm sure a Parking Penalty Notice will be issued in double quick time, unflinching when the unfortunate occasion arises!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
02/04/2017	Poor	Parking	this page is wasting of time,useless !!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
02/04/2017	Good	Libraries	Very informative	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/library-categories.html
02/04/2017	Poor	Council Tax and Benefits	Clicking on the link and nothing is coming up	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=6ktpfEdlt74fwo8qILUR648hvKtvqQ5K
02/04/2017	Poor	Council Tax and Benefits	Broken link	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=rCg2lhhPmQapb0Hl8nOer7Zz98R03cD2
02/04/2017	Poor	Council Tax and Benefits	The page to set up direct debit doesnt work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=WeaWAJAFm8IK9XAJhEHWjnLI8MFazzNB
02/04/2017	Good	Council Tax and Benefits	At the point .	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=vNVnC8AuABM8eo8V1iyMPHw4yMaigfxe

02/04/2017	Poor	Council Tax and Benefits	The form linked to on the page doesn't work.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=llaD9hS2ntMLdBdCOK1nDNQO18MA4UsG
02/04/2017	Poor	Myaccount and lagan forms	It doesn't recognise the postcode/location for registration. We continually have issues with this for the last 10 months.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
03/04/2017	Poor	Myaccount and lagan forms	I am currently living abroad. Your website only shows me current year and it seems there is an outstanding amount from previous financial year that it is not being shown online. I need to see all my account info on your website, otherwise what is the purpose of having this online? Also, your website was down a few times. Last weekend I could not log on.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
03/04/2017	Good	Waste & Recycling	Really easy to use!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Vv5iTEnvXVaF5B6jZ4of9FWJH5LGlw0t
03/04/2017	Poor	Waste & Recycling	where's the phone number?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
03/04/2017	Poor	Myaccount and lagan forms	No historical information about council tax payments	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
03/04/2017	Poor	Myaccount and lagan forms	please do not say call the 02083592608 number if someone wants to set up a direct debit because when i get redirected 3 times on the line it is still telling me to fill out the form! what a waste of time!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
03/04/2017	Poor	Waste & Recycling	After my postcode it is not working why	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

03/04/2017	Good	Uncategorised	I cannot think of anything to improve, as I find the website to be highly organised, clean, clear, and with essential information written in such a way to be easily found, read, and understood.	Thank you for your comments	https://websurveys.govmetric.com/theme/gm/1511?pageNo=1688
03/04/2017	Poor	Search	The website did not show us what we wanted to look up (the green dustbin collection times)	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=green+refuse+collection+times
03/04/2017	Good	Public health	Great to see information on walks in barnet.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/walking.html
03/04/2017	Poor	Council Tax and Benefits	Account not recognised and PDF doesn't open	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
03/04/2017	Poor	Libraries	You could have informed all library users of this change instead of making them find out only when they arrive in person that they have to wait until the desk is open to register	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/self-service.html
03/04/2017	Poor	Waste & Recycling	It has taken me 4 days for it to work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=33506203.1490975142
03/04/2017	Good	Waste & Recycling	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/email-receipt.html?mgnlFormToken=gZGseFBHmxWTox7JlniyZH2OTfZz1ot1
03/04/2017	Poor	Events	No information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=575fdd84aec3e53769f096
03/04/2017	Poor	Council Tax and Benefits	cannot update direct debit online and when I call I am held in a queue for far too long	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html

03/04/2017	Poor	Libraries	The telephone menu for barnet libraries is hideous. Not fit for purpose!!	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0e
03/04/2017	Poor	Libraries	Telephone menu barnet libraries absolute rubbish & not fit for purpose	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0e
03/04/2017	Poor	Environmental Health & Trading Sta	No links to what wanted just generic	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/tenants/council-tax.html
03/04/2017	Poor	Libraries	Stop defunding and closing our f***** libraries.		https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
03/04/2017	Poor	Libraries	Number is useless. Long message	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0e
03/04/2017	Good	Waste & Recycling	user friendly	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=cf097xBcuOEw0RxEJZtVwM1NmtDFCpGV
03/04/2017	Good	Waste & Recycling	simple to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=cf097xBcuOEw0RxEJZtVwM1NmtDFCpGV
03/04/2017	Poor	Homepage	very slow and very complicated... always problems...	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
03/04/2017	Poor	Council and Democracy	Obviously what I expect on the "contact us" page is the phone number for the council. If it's there, it's well hidden.	We are sorry for the inconvenience caused. Thank you for your comments. You can find contact numbers via the following page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

03/04/2017	Average	Waste & Recycling	I was unable to provide any further information regarding the non-collection of our garden waste bin. Please note that the whole street seems to have missed the usual Saturday collection. Our bins are overflowing! Please can the garden waste be collected soon!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)
03/04/2017	Good	Uncategorised	Very clear and easy to read and informative. Thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-party.html
03/04/2017	Average	Libraries	It is not clear what is meant by "Reserve items from any Barnet library for free", when it also says there is a ?1 charge for notification - do you have to be notified?	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/fines-charges-and-hall-hire.html
03/04/2017	Poor	Council Tax and Benefits	The site is complicated to use and navigate through, very simple things are made very confusing and complicated. The direct debit form does not recognise my name from my bill, therefore the online form is useless for me and I have to send my payment details via post.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement.html
03/04/2017	Poor	Myaccount and lagan forms	When using the number provided to set up a direct debit, it said to fill in the paper form online, therefore it seems a pointless re-direction to say you can do it by phone and a waste of people's time.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
03/04/2017	Poor	Council Tax and Benefits	Cannot make a council tax payment. It says error in websit page please notify you to the error.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/1-Data-protection.html?mgnlFormToken=3vQDyh dT267lFqffOsXl5clhaMHmQ2FD
03/04/2017	Poor	Myaccount and lagan forms	Needed help with a problem. Category not listed. Not enough space to describe my problem!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57636777141258&lng=-0.22337436676025388&streetId=20034920&location-landmark=Sturgess+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1012251722.1491259010
04/04/2017	Good	Council Tax and Benefits	I haven't any idea	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=RpV9WrVffAepZrz6LWIUwLwXAX88Jtpk

04/04/2017	Poor	Registrars	Contact number incorrect	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-benches.html
04/04/2017	Good	Council Tax and Benefits	nice to see the council making an easy form available	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
04/04/2017	Average	Registrars	the link to fee needs improvement. It does not tell you the cost for a new certificate.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html
04/04/2017	Average	Parks	open and closing times not shown	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a82
04/04/2017	Good	Schools Information	Useful info	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html
04/04/2017	Poor	Adults and Communities	information is not up to date re new provider	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-at-home/alarm-services
04/04/2017	Good	Waste & Recycling	charge less	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=QhNc9sO6NXbYAZHSLXSHv6CZx3eOV8hT
04/04/2017	Poor	Myaccount and lagan forms	wont allow me to register council tax account or housing benefit claims - say I do no exist	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
04/04/2017	Poor	Schools Information	not very clear, lots of jargon	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html
04/04/2017	Poor	Council Tax and Benefits	The webpage doesn't work, can't make any payments !!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=147.72&tracker-id=JA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1458218199.1491300657

04/04/2017	Good	Waste & Recycling	My bin has not been assisted lyrics collected for the 4th time You can improve by sending someone IMMEDIATELY to collect the green bin. This bin has been collected twice this year. It is an utterly disgrace. I have emailed and phoned. Disgusting behaviour on Barnett part.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1110090882.1490635254
04/04/2017	Poor	Council Tax and Benefits	162308216		https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=BEalG1fhwEJyoy2sNEeTcRvd2drGbfvS
04/04/2017	Poor	Council and Democracy	non collection of green bins last Saturday 1 APRIL	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
04/04/2017	Poor	Waste & Recycling	DOESNT HAVE INFORMATION FOR POSTCODES WITHIN YOUR JURISDICTION! NOT IMPRESSED!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
04/04/2017	Poor	Council Tax and Benefits	I tried to set up a direct debit but could not because i was getting an alert that the site wasn't secure for me to put my details. This was frustrating as i was referred here by the automated voice on the phone. Since the lines were busy	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=5VstvzvTnWMhjkQZszp7RDRV8i9su3aN
04/04/2017	Poor	Schools Information	Not to the point	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/school-priority-maps.html
04/04/2017	Poor	Waste & Recycling	Provide information Website asks for the address and responds with no information	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
04/04/2017	Average	Waste & Recycling	does not do want it says it will do	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1959724568.1491322605

04/04/2017	Average	Libraries	asdfsaa		https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
04/04/2017	Poor	Myaccount and lagan forms	Explained problem. Limit 250 characters, but would NOT accept less.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/report-a-problem.html
04/04/2017	Good	Freedom of information	Freedom	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2017-01-09&caseId=3326096&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
04/04/2017	Good	Planning & Building Control	good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application.html
04/04/2017	Good	Environmental Health & Trading Sta	Thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/environmental-health/noise/construction-diy.html
04/04/2017	Good	Registrars	Every Thing is perfect. Thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/citizenship-ceremonies.html
04/04/2017	Good	Children's Services	I think the layout and design of the site is the best I have come across so far. it is nice and easy to navigate. Choice of colours is also perfect and makes it easy to read.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Email-receipt.html?mgnlFormToken=yw6vJVjWcPfOtKtcWCOYjxCAl4ctma4
04/04/2017	Average	Business	Not very helpful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html
05/04/2017	Poor	Council Tax and Benefits	I am a land lord and wanted to inform the council that my flat which was tenanted till 26th March, 2017 is not longer occupied due to being refurbished. My name is Mr. *****. The Flat is *****. As soon as new tenants move in I will inform you. Many thanks.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/change-of-address.html

05/04/2017	Average	Myaccount and lagan forms	A bit slow and didn't accept my address twice even when I entered correctly	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.614907997269135&lng=-0.15398025512695312&streetid=20027920&location-landmark=Between+42+and+44&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1401455411.1429200012
05/04/2017	Poor	Libraries	Awful. No idea when East Finchley reopens what will be the opening hours? Why does Church End get favourable treatment? Oh of course! Tory councillors.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://barnet.gov.uk/citizen-home/libraries/library-opening-times.html
05/04/2017	Poor	Libraries	New opening times and temporary closures far too complicated. :-)	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
05/04/2017	Average	Myaccount and lagan forms	I am looking at the Local Area map: I like the idea of this page, but Option Tabs (Local Areat, Council Tax, Bin Collection etc) are in the middle of the map, not at the side (maybe this is due to my screen size or settings?) Additionally, the map shows circles with numbers, bit short of clicking on each one individually there is no way of knowing what they are. It would be useful to have a key next to the map, showing what each number/point refers to, and then the map showing where it is.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
05/04/2017	Poor	Myaccount and lagan forms	I entered the account ref from my council tax bill. It was rejected. I have tried many times to contact you via the phone number given, but the automated system just keeps going around in circles and finally tells me to use the web-site....which isnt working form me. I'm moving out on the 10th April. I am truly disgusted by this impersonal process.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/04/2017	Average	Waste & Recycling	I preferred making a telephone call	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=390457922.1483449522
05/04/2017	Poor	Children's Services	No website linked for timetable so I could not access the page I wanted	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/newstead.html

05/04/2017	Good	Adults and Communities	This has been designed well and simple to follow through	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/2-Customers-details.html?mgnlFormToken=FlwtgXOdvccRaTQGz20njvtHKNy2ysaH
05/04/2017	Poor	Children's Services	cant open the pdf	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html
05/04/2017	Average	Council and Democracy	I wanted to find someone in HR to talk about my pension as an ex employee	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
05/04/2017	Poor	Registrars	All four download links are broken	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/funerals.html
05/04/2017	Poor	Adults and Communities	No telephone number.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/social-care-connect.html
05/04/2017	Poor	Download	Its not easy to navigate and to find relevant claim form. Feels as if a claim is not welcome.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html
05/04/2017	Good	Myaccount and lagan forms	Website accessible.	Thank you for your comments	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59593064185999&lng=-0.2309703826904297&streetId=20040120&location-landmark=85+Southfields,+NW4&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1904512220.1484156762
05/04/2017	Poor	Myaccount and lagan forms	Making council tax payment can not do	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html
05/04/2017	Good	Planning & Building Control	is good and self explanatory	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=DUZI2GXGIRxdBlhLVqcPOG4uv0DbTg79
05/04/2017	Poor	Business	n/a		https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/1-Data-protection.html?mgnlFormToken=gnPnmZooKUJ7dVjKtLYxpSUCnIG7n3w

05/04/2017	Poor	Myaccount and lagan forms	Not made to help	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/04/2017	Poor	Schools Information	Admissions guide would not open, this site is useless	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html
05/04/2017	Poor	Parking	I cannot find an email address ask a query regarding the moving penalty charge notice page, as it cannot trace my registration number or charge certificate number	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-services---nsl-contract.html
05/04/2017	Poor	Parking	I've been trying to renew my ED permit. As far as this web site is concerned I don't need one for my street. Well it's written on the sign and you have fined me before so I'm pretty sure I do need one.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
05/04/2017	Poor	Myaccount and lagan forms	I registered online, put in details and password, etc. Now I want to pay online and cant find where to log in. So, being disabled, I'll just have to pay by cheque again, posted by the next person who visits me. I suppose the site will improve.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/04/2017	Poor	Parking	USELESS. I need to get my PIN and I'm going around in circles continuously. I have Lastpass, but I still have to enter my details in manually. Which means I have to remember the PIN or write it down. Frustrating. I'm going to have to call after wasting loads of time messing with the site.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
05/04/2017	Poor	Highways	Has where you can download without anything actually being there. Not good if you are looking for application or further information.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html
05/04/2017	Good	Council and Democracy	Good website I'm happy with the council	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
05/04/2017	Good	Waste & Recycling	Nothing. Excellent service for jewish people. Thank you.thank you. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Pesach-collection-service.html

05/04/2017	Good	Waste & Recycling	easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2117592167.1489843803
05/04/2017	Poor	Libraries	so sad to see the library service decimated.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
06/04/2017	Good	Registrars	Very easy and efficient. Thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=45KjwuUkxdkJz02YECJZvmRFPW63TZ4T
06/04/2017	Poor	Myaccount and lagan forms	I find it impossible to get any assistance from you my council. Last Oct I requested a brown food bin, It appears that it's only possible with a blue recycling bin. As I now have 3 recycling bins I eventually spoke to some three weeks ago who said they would be gone in 24 hours They are still littering the street . Where does one put 3 blue bins. I believe the local news paper would have a field day at the waste of our Council tax But most of all the huge difficulty one has to speak to Speak any one at any time. Pressing this and that button and being cut off.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html
06/04/2017	Poor	Council and Democracy	CANNOT find contact emails	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
06/04/2017	Poor	Waste & Recycling	its not responding	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=337472076.1491463046
06/04/2017	Good	Schools Information	guide can be downloaded	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html

06/04/2017	Poor	Council and Democracy	i want to oppose application from St Vincents school mill hill. I have found this site impossible and so has my daughter. What do I do now. It would be great to speak to someone but that also seems impossible. The process to oppose the planning application has to be done by today any suggestions. thanks	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
06/04/2017	Poor	Council Tax and Benefits	I cannot pay my council tax because of some bugs on the website	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=128.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax
06/04/2017	Average	Council Tax and Benefits	just average. Expect no less	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=O5QkDTlrXBJ351wMslk9xvdO7T3Hp34
06/04/2017	Poor	Planning & Building Control	The link to the Sustainable Design and Construction SPD is broken.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/supplementary-planning-documents/sustainable-design-and-construction/sustainable-design-and-construction-spd-documents.html
06/04/2017	Poor	Council Tax and Benefits	I could not find the answer to my query	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html
06/04/2017	Poor	Waste & Recycling	Some of the links I cannot read it without first saving it on my computer.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
06/04/2017	Good	Council Tax and Benefits	The page is very clear and has not got lots of unwanted text.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-make-a-backdated-claim.html

06/04/2017	Poor	Myaccount and lagan forms	it cannot find my council tax reference	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
06/04/2017	Poor	Waste & Recycling	where is my green bin collection	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06/04/2017	Poor	Council and Democracy	I cant pay council tax, I keep getting this error: Unfortunately we are currently having problems with this part of the website. Please email us at first.contact@barnet.gov.uk to tell us which form and what page this error has occurred on. We apologise for any inconvenience caused.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=CJ1D2kOYTFLJNEarVOCUGoftH7RwE8WY
06/04/2017	Poor	Search	heaven help any severely mentally impaired people trying to negotiate this web site. I am a health care professional - trying and getting no where fast. It is also almost impossible to speak to a human being these days	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?docs=true&linkedFrom=*/citizen-home/council-tax-and-benefits*
06/04/2017	Good	Council Tax and Benefits	Everything is good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=ikNm8NQN9OqqKIMZ4dOL6bzJQDqNpJtJ
06/04/2017	Good	Council and Democracy	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy.html
06/04/2017	Good	Council and Democracy	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/Accessibility-.html

06/04/2017	Poor	Myaccount and lagan forms	cant enter my email address because it contains an apostrophe (in my surname)	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56797074481488&lng=-0.22662520408630368&streetId=20017540&location-landmark=Hobbycraft,+Unit+D1+Staples+Corner,+Geron+Way,+Edgeware+Road,+London+NW2+6LW&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1525634974.1486720209
06/04/2017	Good	Council Tax and Benefits	good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=72.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1334365325.1491094139
06/04/2017	Poor	Planning & Building Control	I need to be able to download and save the form not loose information inputs just because I am interrupted with other matters	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/4-Name-and-address-of-agent.html?mgnlFormToken=b1BlpsjeuC9TYj6MKxR1nm36l4267gi
06/04/2017	Poor	Children's Services	I cant find any contact telephone numbers	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families.html
06/04/2017	Poor	Children's Services	No contact details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries.html
06/04/2017	Poor	Waste & Recycling	Easnt working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
06/04/2017	Good	Waste & Recycling	Do not need to improve so easy to follow	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=vIVAGef7YfvFmo5HD16D6QVWHgkivGY
06/04/2017	Poor	Council Tax and Benefits	i don't get a response straight away , difficult to find out what i am looking for . i have a 10 square metres and i have to pay 1000 for 10 monts?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=FgKNfVHo3eOtPZcAifKzUBk9oOCGdsZA
06/04/2017	Good	Myaccount and lagan forms	Easy	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html

06/04/2017	Average	Parks	Information as to which parks have children's playgrounds and which parks have them toilet/ cafe facilities would be helpful.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&list=true
07/04/2017	Good	Parks	A more detailed map would be interesting, though not necessarily more helpful. As a route guide it's fine,	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html
07/04/2017	Poor	Myaccount and lagan forms	you dont let me tell you what the problem is so not much use. Donoghues Waste travel up to 50+lorries a day making mess. They then send round noisy sweepers up to 12-15 times per day. This is unacceptable	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5650263336865&lng=-0.20944833755493164&streetId=20043780&location-landmark=220&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=462992963.1491552704
07/04/2017	Poor	Council and Democracy	I have spent ages typing out my complaint and gathering all the relevant dates only to be told at the end that my message had not been sent as it was "timed out" . The message has not been saved either. This is very annoying, frustrating and a waste of my time. Why not inform people at the very beginning about the time limit thereby giving them the option to copy and paste their message in order to save it - or use their own email system.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html?mgnlFormToken=N70BValoTMHrduKEg8UXd87EvAWIhfbk
07/04/2017	Good	Waste & Recycling	It was about bin collection. Good info... easily located.	Thank you for your comments	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/04/2017	Poor	Children's Services	should be able to merge pts details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/2-Details-of-person-making-contact.html?mgnlFormToken=wef0Z1aM4BezQmkh4qdLV9KzletFqGir

07/04/2017	Poor	Libraries	No easy way to check on children's events in libraries across Barnet. Very poor library website. Have complained to staff before on this issue and they all agree it is poor and not fit for purpose but seems nothing is done to rectify this. The phone line goes to a central number who cannot seem to help with any information except transferring calls (after a tiresome long automated message). Each holiday, parents such as myself, would like to bring children to the library and library events (ie crafts/ story time etc) but to find these is a treasure hunt on your website. Please let me know when it is 'user friendly'.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0f
07/04/2017	Average	Myaccount and lagan forms	Far too laborious. Needs simplifying so that we can give all the details on one page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.653868154779985&lng=-0.22304177284240723&streetId=20017120&location-landmark=House+numbers+31+and+33&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1129824977.1484239810
07/04/2017	Average	Myaccount and lagan forms	How do I check my permit if we do not have the details as they are now paperless.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
07/04/2017	Poor	Council Tax and Benefits	useless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
07/04/2017	Poor	Waste & Recycling	Bin wasn't collected.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/04/2017	Poor	Myaccount and lagan forms	useless.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html

07/04/2017	Poor	Myaccount and lagan forms	I am trying to report littering in my road and the appropriate page does not allow this.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.629471300855705&lng=-0.1385478974043508&streetId=20001360&location-landmark=12+Arlington+Road+n14&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=392572724.1491562008
07/04/2017	Poor	Myaccount and lagan forms	Missing info on recycling bins	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200001611
07/04/2017	Poor	Myaccount and lagan forms	Has my complaint been noted or not????? Slight delays in pages moving on. What happens next?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65709883379128&lng=-0.18631663173437119&streetId=20025980&location-landmark=Whole+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=689093742.1486409225
07/04/2017	Good	Council Tax and Benefits	NO IMPROVEMENT NECESSARY	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=B9mppizw4gzEtZpxv2I5xHAIqqcm5IFW
07/04/2017	Good	Council Tax and Benefits	NO IMPROVEMENT NECESSARY	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/5-Previous-address.html?mgnlFormToken=B9mppizw4gzEtZpxv2I5xHAIqqcm5IFW
07/04/2017	Poor	Myaccount and lagan forms	THIS WEBSITE DOES NOT WORK! It has not worked for at least 18 months. you can register for My Account but every time you try to login you are asked to resend the activation email. After doing so and following the lonk, filling in the details and submitting, you are taken to a blank page. You are therefore never able to finalise an account! I have rpeorted this 5 or 6 times. Why am i paying council tax? To be ignored?! Useless!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html?token=39fd48f1-2337-4add-97a4-6305873d6cea

07/04/2017	Good	Council Tax and Benefits	improvement not necessary	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/5-Previous-address.html?mgnlFormToken=B9mppizw4gzEtZpxv215xHAIqqcm51FW
07/04/2017	Good	Council Tax and Benefits	improvement not necessary	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/5-Previous-address.html?mgnlFormToken=B9mppizw4gzEtZpxv215xHAIqqcm51FW
07/04/2017	Poor	Myaccount and lagan forms	The information is incorrect. It says I received a payment two days ago, which I did not. It would be nice if things could all link up, I've made two phone calls to the office now and both times did not receive the information I requested, nothing on this page plus what was discussed during both phone calls, matches any of the paperwork I have received. Sadly. I can see however that you are trying to make improvements, keep going :)	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2017/2018&contactName=Benefits&contactEmail=benefits@barnet.gov.uk&contactTel=020+8359+2111&notifyUsLink=/dam/jcr:28f69ac2-43fd-4b96-b499-df363bfb768b/COC_Form.pdf&applyForBenefitsPageLink=https://barnetbenefitclaim.civicahosting.co.uk/eGovHub/Viewer/Org/Production/Apps/HBNewClaim/Launch.aspx&changeAddressLink=/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address.html&dhpLink=/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-get-extra-help-to-pay-your-rent.html
07/04/2017	Good	Myaccount and lagan forms	-	Thank you for your comments	https://barnet-qa2.technophobia.int/citizen-home/my-account/my-area.html
07/04/2017	Good	Myaccount and lagan forms	-	Thank you for your comments	https://barnet-qa2.technophobia.int/citizen-home/my-account/my-area.html
07/04/2017	Average	Myaccount and lagan forms	-	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet-qa2.technophobia.int/citizen-home/my-account/my-area.html
07/04/2017	Poor	Myaccount and lagan forms	-	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet-qa2.technophobia.int/citizen-home/my-account/my-area.html
07/04/2017	Good	Council Tax and Benefits	all ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html

07/04/2017	Poor	Council Tax and Benefits	Cant add my address its ** c****ll pl*** Maidstone K**** ****gx	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=2wPtvmXjgd7ZMI6798PozxAplifWJQlu
07/04/2017	Average	Council Tax and Benefits	Not very clear. No contact details for phone	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=MeCMeOUjllnJGtPimwFzZj9rSOlnLH
07/04/2017	Poor	Council Tax and Benefits	I have filed a moving out/refund request on 27th Feb, and only have received one email after a month, and still no refund has been received yet, and no further update either???	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=3Uhu2rp9BvzByhsmTrDaFj2TwYTV71zd
07/04/2017	Poor	Parking	I am looking for a contact to contest a parking ticket but there is no contact info on the parking page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking.html
07/04/2017	Good	Registrars	Easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=Typs2ryXmeBcvGznRsejH3ye0CxKBgGm
07/04/2017	Poor	Council Tax and Benefits	I logged on to pay my Council Tax and the page was not working! I expect I will received a nasty letter now threatening to withdraw my privilege to make monthly payments. I will try again each day to make payment and would appreciate it if the threatening letters are kept at bay until the facility is working again.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
07/04/2017	Poor	Myaccount and lagan forms	The webpage doesn't recognize the council tax number. I have been trying to call you however it is impossible to get through to a colleague...Very disappointing...	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08/04/2017	Good	Myaccount and lagan forms	easy to use.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62005493682216&lng=-0.2905797958374023&streetId=21200925&location-landmark=corner+of+the+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1369437057.1491637046

08/04/2017	Poor	Myaccount and lagan forms	The previous website was a lot more user friendly. All I want to do is pay my council tax and its taken four times the length it usually does and I still havn't done it! Not good.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08/04/2017	Poor	Council and Democracy	See my submission	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=xPgYxsH7t0vwm9TwA02th7IKXptx7y6Q
08/04/2017	Poor	Council Tax and Benefits	it has a security blocking so I can't set up direct debit	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
08/04/2017	Poor	Myaccount and lagan forms	The website does not seem to be friendly and easy to use especially when it comes to creating account and checking our council tax account.. It is a long winded process and takes a long time to complete. I understand that there are safety issues and confidentiality issues but this is ridiculously slow process which will make people irrate and chose not to use the facilities. And this will make our life more difficult when we cannot get on with the things needed to be completed in a short time.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08/04/2017	Poor	Environmental Health & Trading Sta	Frankly fed up at how the few are able to ruin live music entertainment for the many.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/noise/amplified-noise.html
08/04/2017	Good	Waste & Recycling	Fast and easy. I'm impressed, so far...	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E4YO7nrNcwDp7cxFzJCyJrjHBMAQJ0x
08/04/2017	Average	Libraries	You could add a search engine to check which books are in the particular libraries	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/burnt-oak.html
08/04/2017	Poor	Myaccount and lagan forms	Not able to link my account using my council tax reference. Issue already flagged with the council.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08/04/2017	Poor	Myaccount and lagan forms	Unclear as to what to do if you are a landlord (and have rented property to tenants), but have moved abroad.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html

09/04/2017	Poor	Planning & Building Control	link to view planning documents - still not working since Friday	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
09/04/2017	Good	Waste & Recycling	Thanks for providing facility. Wish everyone would recycle waste for better environment	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2j5MEaT62NIGFoFrQEBFhonkraHJm7Q
09/04/2017	Poor	Waste & Recycling	I have previously signed up for My Account, but forgot my password yesterday. I clicked on the appropriate part of the website, but did not received the promised link by email. Thank you.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=758773882.1487956502
09/04/2017	Poor	Council and Democracy	I want to report a very large and heavy kerb stone that is sticking out into the road at the top of gravel hill at the junction with Hendon Lane. The road problems do not cater for this problem	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
09/04/2017	Good	Parking	Brilliantly simple Found information quickly	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html
09/04/2017	Poor	Council Tax and Benefits	No information	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-society-innovation-bank.html
09/04/2017	Poor	Search	I wanted to check the planning history on***** but your web site is very poor for obtaining this information. I would suggest you look at the Westminster Council web site. It is vastly superior!! I would add that I am a surveyor and needed this information.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=2+anthony+close,+nw7+4qs&resultsPerPage=25&filters['TP_doctype_grp']=downloads&page=2
09/04/2017	Good	Waste & Recycling	All good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2Gp869G3YEaxyzLwwDIU49fus9VWYqvc
09/04/2017	Poor	Myaccount and lagan forms	Conflicting detail with respect to selecting a password. This page requires upper & lower case, number and special character, whereas help page says you only need 3 out of the 4. Sort it out!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html

09/04/2017	Average	Myaccount and lagan forms	information on rubbish collection and days would be beneficial for those new to the area	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
09/04/2017	Good	Libraries	Nothing to add	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/self-service.html
10/04/2017	Poor	Parking	Bad	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
10/04/2017	Good	Planning & Building Control	Fast and simple.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=BhRyWtMJ59655yVQxoD7CtFqafWRpYA
10/04/2017	Poor	Parking	no phone helpline	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html
10/04/2017	Poor	Myaccount and lagan forms	i have tried to tell you that S***** j***** left on the 31st March but i j**** j*****n remain on account *****	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
10/04/2017	Poor	Schools Information	unhelpful	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html
10/04/2017	Poor	Libraries	Give opening times!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0e
10/04/2017	Good	Planning & Building Control	good website.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=2Q3W5ELMfv1vDBrWDofj6nZETyEroMDD
10/04/2017	Poor	Myaccount and lagan forms	This page can't find my address ***** ***** 7RQ	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem
10/04/2017	Average	Council Tax and Benefits	I would like to speak to a person but that doesn't appear to be an option	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=T8FQq4uMUsIAeZEYMV1LEsSfepmKd6pm

10/04/2017	Poor	Parking	Links not correct	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
10/04/2017	Poor	Libraries	The phone number provided seems to lead into an endless cycle of automated messages if you choose the 'speak to a human' option to try to book a library computer.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/church-end.html
10/04/2017	Poor	Waste & Recycling	This is Very regimented and does not allow for "real-life" descriptions or resolutions	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)
10/04/2017	Poor	Planning & Building Control	Why do local authorities NEVER provide an overview of where all their conservation areas area. It's impossible to find out which one a property sits within without bothering the planning department. Insane!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
10/04/2017	Poor	Council Tax and Benefits	The page is blank	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-society-innovation-bank.html
10/04/2017	Poor	Myaccount and lagan forms	Not easy to use on my phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60649060663586&lng=-0.18652081489562988&streetid=20019940&location-landmark=Ballard's+lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1739463164.1467996994
10/04/2017	Poor	Parking	Cannot find details of hours, days etc of restricted parking in residential area using my mobile phone	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking.html
10/04/2017	Poor	Myaccount and lagan forms	doesnt work.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
10/04/2017	Average	Public health	I couldn't understand when the contraception clinic is running and how I book.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/public-health/Sexual-Health-Services.html

10/04/2017	Poor	Myaccount and lagan forms	Will not allow me to compete the section	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.627532821871725&lng=-0.16194641590118408&streetid=20032580&location-landmark=No+1&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=118639229.1491855737
10/04/2017	Poor	Myaccount and lagan forms	Could be made clearer.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
10/04/2017	Poor	Adults and Communities	link to high barnet project doesnt work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/adult-social-care/Barnet-Ageing-Well-programme.html
10/04/2017	Poor	Children's Services	Why does not the Threshold Housing Advice do not have their specific own web-site in this day and age. This page gives very limited housing advice and really re-directs people to a phone number.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853784ae7c2872585753&view=true
11/04/2017	Poor	Waste & Recycling	I simply want the address of the site where I can take waste difficult to locate this basic bit of info	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
11/04/2017	Poor	Waste & Recycling	I typed in a simple question what are the opening times of the recycling site friern barnet I got this page which doesn't tell me	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html
11/04/2017	Good	Homepage	Nothing its perfect	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
11/04/2017	Poor	Schools Information	No indexing for address, type of school or category. Pls see Kensington n Chelsea site	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&list=true
11/04/2017	Poor	Parking	I was looking for the schedule of charges for each car park but was unable to find it. Also find pay by phone very confusing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/car-parks.html
11/04/2017	Poor	Libraries	Hi there .. how come you close 5 libraries in same time.in borough.. poor service	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries.html

11/04/2017	Poor	Waste & Recycling	Such a waste of time, should allow payment on line for bin replacement rather than awaiting further email	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=7Cn931dWQc57iRDJE02sfMbCV1jvdAf
11/04/2017	Poor	Planning & Building Control	i don't know how to upload a site plan	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/4-Attachments.html?mgnlFormToken=OtvS2nVRoNxSaUJKSs9RxtHHxGpZmEt9
11/04/2017	Good	Council Tax and Benefits	It helpful	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=o717oyXfC9fju4j1xvmqauMlnxdU1jEz
11/04/2017	Good	Waste & Recycling	Fast efficient page. Easy to complete and send. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=83w5ri1k6fI2uZyL2RtwFTijhAvF4OH
11/04/2017	Poor	Council Tax and Benefits	I thought that it might be a good idea to ring to ask about the disabled reduction scheme. I was faced with a set of pre recorded options and after quite some time I was told to write in anyway and was not given the opportunity to talk to anyone. This is pretty shabby especially as when I did write in last year on the same subject my e mail was ignored. :-)	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/disabled-relief.html
11/04/2017	Poor	Council Tax and Benefits	This page has not be working properly for DAYS!!!! I want to pay my Council Tax. I am trying to pay my Council Tax. My email about this URGENT situation given how quickly you issue court orders remains unanswered.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount=128.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1730729112.1481109148
11/04/2017	Poor	Myaccount and lagan forms	Very difficult to use	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.607536409941105&lng=-0.17622466200919007&streetid=20018840&location-landmark=69&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1173144701.1457903571

11/04/2017	Poor	Waste & Recycling	I wish to ask a question about a replacement bin; the subject matter is not covered by the website forms. Phone numbers given only seem to refer back to websites. I have spent 20 minutes trying to get a number where I can speak to someone directly. This is not satisfactory.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
11/04/2017	Poor	Children's Services	Site does not help in any way.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYi-general-enquiries/email-receipt.html?mgnlFormToken=D1A351QzqlDxvCkPGU4DBHsu7J7riHpS
11/04/2017	Good	Registrars	There is no way that you need to improve.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=6LZT0UrMG13wxWe2PI2f8Pyhn1oveW2x
11/04/2017	Poor	Council Tax and Benefits	I've been trying to pay my council tax for two weeks and every time I do it says there is an error. Very disappointing as I've always paid this way	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=128.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=966942354.1483667476
11/04/2017	Good	Myaccount and lagan forms	Ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html?token=3f45a48e-5146-4a9e-a666-8cf5decdec1a
11/04/2017	Good	Myaccount and lagan forms	Ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html?token=3f45a48e-5146-4a9e-a666-8cf5decdec1a
11/04/2017	Poor	Council Tax and Benefits	There isn't a link for organisations/charities looking to adapt premises to be more accessible.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/disabled-facilities-grant.html
11/04/2017	Poor	Council and Democracy	no clear contact tel numbers	We are sorry for the inconvenience caused. Thank you for your comments. You can find contact numbers via the following page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

11/04/2017	Average	Myaccount and lagan forms	We never see a caretaker anymore. The estate needs one.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58956297813562&lng=-0.21868629235541448&streetid=17220843&location-landmark=Lisselton+house.+Belle+vue+estate.+Nw4+2bj&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=553681631.1485197033
11/04/2017	Good	Myaccount and lagan forms	Im no good with the internet but this was ok thank you ian .	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
11/04/2017	Good	Waste & Recycling	All good	Thank you for your comments	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=pqAAIxcNd5xaAn6MTNzNd5xgJKzsFSJE
11/04/2017	Poor	Children's Services	This place does not exist any longer, why are you advertising it?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pepid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c28725858c7&view=true
11/04/2017	Poor	News	It is out of date. I am looking for the Golders Green Station Planning Brief. The information on display at the meeting on 5th April was inadequate. The Council amy Tfl staff did;t sen wear Name Badges so we did;t know whom to question.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/Have-your-say-on-planning-briefs.html
11/04/2017	Poor	Waste & Recycling	It doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
11/04/2017	Poor	Planning & Building Control	Cannot open the party wall act	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/re-party-wall-information.html
11/04/2017	Poor	Schools Information	trying to find the Common Application Form (CAF) for secondary school application form is like searching for a needle in a hay stack.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html
11/04/2017	Poor	Parking	Where is a map?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html

12/04/2017	Poor	Waste & Recycling	You can start by collecting our green bins , we reported this 5weeks or more ago, still not been emptied. As for your web page on reporting this, well it's crazy, just keeps returning you to your survey, hence this complaint. !!!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms.html
12/04/2017	Poor	Waste & Recycling	Very non user friendly, I would hate to think how the real senior citizens of Barnet get on with it!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1810609927.1481964082
12/04/2017	Poor	Waste & Recycling	Have the page actually working. I've been trying to access this page for 24hrs and it's still inactive	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/04/2017	Good	Waste & Recycling	website easy to navigate, but i just want my food waste collected please	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1533953072.1491984164
12/04/2017	Poor	Myaccount and lagan forms	not working!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html
12/04/2017	Good	Waste & Recycling	Great! Fast and easy!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=TzkkhhXILJCuzhVqXy41hnievyWjPOaD
12/04/2017	Poor	Waste & Recycling	No bin collection dates for my postcode	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/04/2017	Poor	Council and Democracy	Internal server error	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=JSqibppuQxF0tq70EQ7liw8t79mm6anT

12/04/2017	Poor	Libraries	Very sorry for the local residents of Barnet who will be adversely affected by the closure of several libraries in the next few months to save money. Disgraceful treatment of Council Tax payers.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/decisions.html
12/04/2017	Poor	Libraries	Page is out of date as we are now in April.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html
12/04/2017	Poor	Council and Democracy	link to allocation scheme does not work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html
12/04/2017	Poor	Council Tax and Benefits	Can't input date field	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---empty-property-notification/8-Further-details-about-the-empty-property.html?mgnlFormToken=jkD4UhnF88GP7v3njODGkCi60GAimOvW
12/04/2017	Poor	Council Tax and Benefits	I would like to speak to a person regarding the refund you owe me. I have completed your online moving out form and you still forward me a tax letter for the new tax year. Please stop and refund me	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=iHRVA7EqTJvJOKTjGvo2nxhujUaPDuS3
12/04/2017	Poor	Waste & Recycling	Collection day of bins should be shown well in evidence . I have not discover the collection day for my street for green bin.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
12/04/2017	Poor	Waste & Recycling	Bin collectio barnet	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/04/2017	Good	Council Tax and Benefits	I thought the form for queries on council tax was excellent and easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=dbkzCJq5flm8dmUgp7xzPXMURUSvsbGT6
12/04/2017	Poor	Waste & Recycling	Did not work - "experiencing problems"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
12/04/2017	Poor	Council Tax and Benefits	Did not found the information needed	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html

12/04/2017	Poor	Waste & Recycling	I am trying to report a missed bin refuse collection and I am getting this information on my screen: "Your connection is not secure The owner of oeneus.barnet.gov.uk has configured their web site improperly." Why has the website not been configured properly and why am I getting that annoying panel covering the text that I need to read with regard to the page not being configured properly??? It is very frustrating when I am trying to report the fact my mother's rubbish has not been collection and I am unable to do so due to this. No happy!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)
12/04/2017	Average	Libraries	wish this page should give bank holiday closure times as well!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/edgware.html
12/04/2017	Poor	Council Tax and Benefits	Never works	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=71.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=false
12/04/2017	Poor	News	d;lkjfhlaerjgnb		https://www.barnet.gov.uk/citizen-home/news/Deep-cleansing-starts-in-Barnet.html
12/04/2017	Poor	Waste & Recycling	Page doesnt work. Put in my postcode and it says "Service error"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
13/04/2017	Good	Myaccount and lagan forms	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
13/04/2017	Poor	Waste & Recycling	The box at the top, we can't input into it. Bit misleading.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
13/04/2017	Average	Myaccount and lagan forms	Stop asking for feedback every psge	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
13/04/2017	Poor	Waste & Recycling	did not give me bin collection dates.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

13/04/2017	Poor	Waste & Recycling	Lack of detail on plastics types	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste
13/04/2017	Poor	Council and Democracy	Both this website and you helpline are an absolute joke. There is no option for people that are trying to change the name and payee of the council tax. Your helpline just puts people through to the robot payment! Peoples have jobs to do.. its a wonder you collect any council tax at all!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
13/04/2017	Poor	Council Tax and Benefits	This is a useless and unhelpful service, with no option of human interaction or to do the task I required. Where is the live chat user support? Where are the people? Utterly infuriating!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=oALy5qCEbEOCGXL1yNgnR4y2UMW7jGBb
13/04/2017	Good	Freedom of information	Easy to understand. Quick response the questions and clear formatting.	Thank you for your comments	https://www.barnetscb.org/citizen-home/foi-requests?caseDate=2015-03-06&caseId=1649896&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
13/04/2017	Poor	Council Tax and Benefits	Why is it so bloody impossible to pay my council tax?! I've tried ringing and got nowhere but a circle of automated messages, and when i come on here to try to set up something online, your system fails to recognise my banking details... the same details i used after almost an hour of arsing about on the phone with you guys last month, only to be refused the ability to set up a standing order "because it's too close to the billing date"! Everything about your system is terrible. I am trying to give you my money and completely failing. Get a better system or actually put people back on the phones to speak to... what is my council tax paying for anyway?!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html

13/04/2017	Poor	Council Tax and Benefits	I would just lie a phone number to call to speak to someone and not have to fill in a form. I am doing this on behalf of my mother, Mrs **** L****s, of EN5 ****. She receives Attendance Allowance is 92yrs old in failing health and wonders if she can get a discount off her council tax. She lives along with carers coming in. We were advised she could get 25% discount as she gets the allowance. Please can someone email me on ***** Thank you S***** Y*****5	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=aTUQE0qxc3U7BeFliwGbA6XaeR0w2epJ
13/04/2017	Poor	Myaccount and lagan forms	i couldn't enter the problem	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.640542644199975&lng=-0.16758710145950317&streetid=20039540&location-landmark=Shurland+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1337419296.1492095479
13/04/2017	Poor	Myaccount and lagan forms	I am unable to register however I have tried	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
13/04/2017	Average	Myaccount and lagan forms	I found it difficult to drop the location pin accurately. I suspect the map is skewed because the footpath from Colin Crescent to Endsleigh Gdns is directly opposite Crossway. This came out as the location in the report. The problem is that I couldn't edit the location.although I could edit other things.Consequently I made the location clear in the report of the problem(I hope)	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58677313066292&lng=-0.2404707670211792&streetid=20009790&location-landmark=111+Colin+Crescent+NW9+6ET&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1802786898.1451834643
13/04/2017	Poor	Myaccount and lagan forms	Page does not let me continue to the next page !	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
13/04/2017	Poor	Myaccount and lagan forms	Reliability	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html

13/04/2017	Poor	Council and Democracy	I have tried to appeal and I have been told wrong information on the phone leading to not being able to appeal. I have not received initial fines in the post then received the increased amount, when I equites about appealing a lady from the fines hotline told me to wait for the county court letter to appeal once recieving the letter it had yet again gone up in value and the reply was it was too late to appeal, this issue is causing me a lot of stress and grief, I'm not rich and can't afford these fines even at its original price but then to be charged the extortion rates I'm quite shocked this can happen. No one seems to want to help. The fine ref is AG040***** but paid this today as can't afford to have bailiffs at my house, this fine shouldn't have existed as the parking officer told me don't worry I won't write it up and I explained I only stopped for an emergency toilet for my 3year old daughter, he said don't worry I shook his hand and we left, then to receive the second letter not even the first.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parking Team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
13/04/2017	Average	Waste & Recycling	difficult to tick the s which keep moving.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1668524114.1475011858
13/04/2017	Poor	Myaccount and lagan forms	I couldn't get access to my account. here is my 30924541 the system say he couldn't find me on the system	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
13/04/2017	Poor	Search	I want to know if I can park in a residents bay on Easter Monday	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
13/04/2017	Poor	Council Tax and Benefits	none of it makes any sence	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=3yIbl0qof21DtIUZMFq9hpbJNaMxcw
14/04/2017	Poor	Waste & Recycling	Trying for 2 days to check bin collection dates. Site still down. Surely the problem could have been addressed in a couple of hours.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

14/04/2017	Poor	Business	Wrong contact details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=uQVInIjbWkFD2lL1B9x8GlbT302kHDZ
14/04/2017	Poor	Myaccount and lagan forms	Can't look at the photos once they are uploaded to check they are the right ones	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.602150964094164&lng=-0.19227482378482819&streetid=20002200&location-landmark=253&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=576583944.1478519742
14/04/2017	Good	Waste & Recycling	no comment	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection/email-receipt.html?mgnlFormToken=wSGHb0qrOdGqqSvxpQ7GRFg8sjL5HYgZ
14/04/2017	Poor	News	It is no good having Christmas bin collection on your website when it is the Easter weekend and NO info on Easter.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/Christmas-waste-and-recycling-collection-dates0.html
14/04/2017	Poor	Waste & Recycling	Not working!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Parking	This is the page about cpz operation. a clear statement regarding bank holiday and sunday operation would be useful	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
14/04/2017	Poor	Waste & Recycling	not working again	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Waste & Recycling	Bin collection site says it does not cover my address but I have used it before. Frustrating because looking for Easter collection dates	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Council Tax and Benefits	I have put in the post code of the forwarding address, keep receiving message of incorrect post code.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=QZDZ5thpN5seFUY4UjyLiQ2GKuykicZy

14/04/2017	Poor	Environmental Health & Trading Sta	Does not tell me how to make a complaint/comment	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/noise/construction-diy.html
14/04/2017	Average	Myaccount and lagan forms	It was down. Taken me two weeks to register!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/my-account/council-tax.html
14/04/2017	Poor	Waste & Recycling	Get it fixed!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Good	Waste & Recycling	my black and blue nin wasnt emtied on the day my address is 41 bulrush close worsley M28 3GT	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1452715402.1492257951
14/04/2017	Poor	Council Tax and Benefits	my question wasn't on your page. My question was about leaving the borough and cancelling bills/payments	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
14/04/2017	Good	Myaccount and lagan forms	I thought this process for reporting problems is very efficient and user friendly. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.613331156632455&lng=-0.27054905891418457&streetid=20015460&location-landmark=Footpath+between+farm+road+and+Brook+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1927709274.1492184339
14/04/2017	Poor	Waste & Recycling	Couldn't find green bin collection date, site kept crashing repeatedly.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Myaccount and lagan forms	A ten working day wait for a response is a bit long...	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60856282703603&lng=-0.23650109767913818&streetid=20010280&location-landmark=opposite+number+16&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1359496612.1492185381

14/04/2017	Good	Council Tax and Benefits	I'm happy with website	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
14/04/2017	Poor	Waste & Recycling	So, everything conks out on a Bank Holiday weekend. Bravo.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Waste & Recycling	Website does not work I cannot get the collection information I am looking for	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Good	Myaccount and lagan forms	I hope the problem I reported is resolved.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
14/04/2017	Poor	Myaccount and lagan forms	There are no dates specified for non-household waste (green bins for eg)	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200102477
14/04/2017	Poor	Waste & Recycling	You should provide the green bin collection dates	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
14/04/2017	Poor	Waste & Recycling	get the web site working i have been looking all day but failed	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Myaccount and lagan forms	Finish the maintenance...	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/my-account/council-tax.html
15/04/2017	Poor	Search	I cannot find out whether there is a green bin collection today. I called on Thursday waited and was cut off after 10 minutes.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Next+green+bin+collection
15/04/2017	Poor	Waste & Recycling	Mostly doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Waste & Recycling	Page was down so unable to check rubbish collection days.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

15/04/2017	Poor	Waste & Recycling	Website is dreadful, trying to get rid of people rather than help them.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Waste & Recycling	Not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Myaccount and lagan forms	The dates are completely wrong. The dates change every day and the dates don't make any sense.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200067709
15/04/2017	Poor	Waste & Recycling	Link not working to give collection dates for my postcode	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Libraries	CPG has reopened but this page not updated	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html
15/04/2017	Poor	Schools Information	I don't know	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html
15/04/2017	Good	News	the website colours / layout are dull	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/news.html
15/04/2017	Poor	Waste & Recycling	Unable to get collection dates for my address	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
15/04/2017	Poor	Waste & Recycling	Not works ng	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=988995632.1477333254
16/04/2017	Poor	Waste & Recycling	Not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

16/04/2017	Poor	Waste & Recycling	sort out the problem so as to enable the site to operate	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/04/2017	Poor	Myaccount and lagan forms	Our green bin has not been collected for a month and the website does not enable us to report it!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-collection.html
16/04/2017	Poor	Myaccount and lagan forms	Not enough room to describe location when on bridleway	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
16/04/2017	Good	Waste & Recycling	I think it is ok.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false
16/04/2017	Poor	Business	trying to contact you about a noise complaint I put in correct address and post code but it is not excepting it???????????	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=1PEGjSxcOU7VunNG4jod61neIROCe7uA
16/04/2017	Poor	Myaccount and lagan forms	How long does it take to get the Council Tax Payment Page ready to go on? If we are late in payment, Council starts harassing us and sending us Reminders & Courts Notices for payments. It is the fault of the Council which cannot get his actions and online pages ready for use before they advertise that we can pay our council tax online. So what are you doing as amends to us for your delays in delivering what you promised to the public?? That is surely what I like to hear and see in real time. Thanks.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
16/04/2017	Poor	Waste & Recycling	Not answering the question	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/commercial-recycling-and-waste/business-recycling.html

16/04/2017	Poor	Libraries	Dear library team, I would suggest that you follow the example of Haringey libraries that provide an option of reserving the item while browsing the online catalogue which seems logical. Searching manually for an item in the catalogue than moving to reserve webpage and entering again all details manually EACH TIME while reserving its just totally cumbersome and inconvenient. Thank you	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=577786590.1492168213
16/04/2017	Poor	Waste & Recycling	Bin collection date page has not been working for days	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/04/2017	Good	Myaccount and lagan forms	Easy to navigate, think more people should know about use of this site. I have found dealing with council issues quite easy to do. I have been spreading the word...	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.601036416980286&lng=-0.2559846639633178&streetId=20001020&location-landmark=Outside+16+Angus+Gardens+paving+is+uneven+that+it+is+scraping+cars+diving+on+and+off+to+property+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=344717124.1487961116
16/04/2017	Poor	Waste & Recycling	Bin collection date checker not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/04/2017	Poor	Waste & Recycling	The web page has not been working for 48 hours. There is no other way to contact the council to work out why my bins weren't collected and when the next delivery is.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/04/2017	Poor	Highways	One cannot never find information quickly. This seems designed to make sure that residents cannot obtain the relevant names and addresses for correspondence or to make complaints,. As usual Barnet Council is completely user unfriendly and ensures that the council cannot be contacted.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html

16/04/2017	Poor	Waste & Recycling	It doesn't work.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/04/2017	Poor	Myaccount and lagan forms	Why do we have to limit our complain to 250 characters. This meant I could not fully report my complaint. It is also impossible to find departments easily on your website.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65857390371581&lng=-0.2061760425567627&streetId=20015320&location-landmark=The+problem+is+in+Falkland+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1758815046.1484005904
16/04/2017	Good	Myaccount and lagan forms	It's all good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
17/04/2017	Poor	Myaccount and lagan forms	My waste collection day of the week as shown on this website, varies to match the day of the week I look at it! You didn't reply to my last message, I don't expect you'll reply to this one.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200052414
17/04/2017	Poor	Myaccount and lagan forms	We do not have any of these bins that the website says we have and we do not know where the bin location is. Even though we have written to the council about this problem. Why is it we still have a communal metal skip bin for all the flats in Bell Court? When will we see this come into the 21st century and when will we be part of the recycling generations? The rubbish ends up on the street across the pavements and is an eye saw and disgrace. How can any neighbourhood be proud of the waste disposal system at BellCourt?	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200009324
17/04/2017	Poor	Waste & Recycling	Can't get bin collection dates - fundamental fail !!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Poor	Waste & Recycling	My Green bin hasn't been emptied for 4 weeks and I can't find out any info	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Good	Myaccount and lagan forms	o	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol

17/04/2017	Poor	Myaccount and lagan forms	Couldn't find my way about. Gave up.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
17/04/2017	Poor	Waste & Recycling	Won't display collection dates, cites an error	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Poor	Waste & Recycling	Failed to give any data again	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Poor	Council Tax and Benefits	every time i go to pay my council tax it says that there is a problem with the page and try again later.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount=173.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=false
17/04/2017	Poor	Council Tax and Benefits	We are moving out of the country and there is no option to put an address from outside of the UK	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=LkTYUBaZYdDIUdGJSMwLQJjoO4YfOYv5
17/04/2017	Poor	Waste & Recycling	Doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Poor	Waste & Recycling	The page has been down over a week	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
17/04/2017	Poor	Waste & Recycling	'Next' does nothing. cannot report missed bin collection	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false
17/04/2017	Poor	Waste & Recycling	The BIn Collection date checker doesn't work for NW73LT	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

17/04/2017	Poor	Waste & Recycling	1. My address wasn't found whilst trying to check my bin collection dates 2. The page kept saying it was unavailable.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Libraries	ridiculous that the library is closed now	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/golders-green.html
18/04/2017	Poor	Waste & Recycling	Postcode search does not work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Myaccount and lagan forms	This page has still not been corrected. It has been incorrect for about a week.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200067709
18/04/2017	Poor	Waste & Recycling	Hi , I really fed up about emailed you every mouth for collection our rubbish. I do not understand why you have never check our road ? We are not happy regarding your service. I was saying ?124.00 a mouthly and now our tax has increased !!! I really want to clean street. other ways I am not going to pay anymore council tax !!!! I hope this time you will spare me from this embarrassed situation Thanks doa	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
18/04/2017	Poor	Waste & Recycling	Postcode search doesn't work when searching for bin collection dates. Please fix.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Average	Council Tax and Benefits	Still cannot submit my query	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/2-Applicant-details.html?mgnlFormToken=1m2BFqTPiCLpKDGgHfzitlXa5jPm3lBJ
18/04/2017	Poor	Waste & Recycling	no data	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Council and Democracy	With a complicated problem, 20 minutes is not long enough to complete all the necessary information.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=pv95z1jPq79GMF4VFadXOCtYDtofJvAJ

18/04/2017	Poor	Parks	prices are wrong on this page - they are three years old	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/sports-pitch-bookings.html
18/04/2017	Poor	Waste & Recycling	System failure... poor "user experience"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Waste & Recycling	This Web will not let me continue with my address, my green bin bags have not been collected and I would like know why as I always put them out on time. *****	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
18/04/2017	Poor	Parking	The applications process does not work!!!!!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
18/04/2017	Good	Myaccount and lagan forms	No: 13, Dishforth Lane, London NW9 5WG - This household Mr & Mrs Neil Smith have left a medium size broken old fridge freezer on the pavement next to their house for more than a week now!!!!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
18/04/2017	Poor	Search	I cannot locate the hugely important development in East Barnet. The reference simply produces nothing 16/7601/FUL - where is the information!!!?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/7601/FUL&resultsPerPage=10&filters['TP_doctype_grp']=pages&page=9
18/04/2017	Poor	Waste & Recycling	Not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Myaccount and lagan forms	No information being provided by this page for my address.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
18/04/2017	Poor	Registrars	You should give some information on what happens at the ceremony	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/citizenship-ceremonies.html
18/04/2017	Poor	Council and Democracy	I do not find this fair that children under 16 are not aloud to come and take a book without an adult	We are sorry for the inconvenience caused. Thank you for your comments. Unfortunately this is in line with policy.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/Disclaimer.html

18/04/2017	Poor	Myaccount and lagan forms	I am looking for details of when my blue bin and green bin are collected. The page only gives me details about my black bin.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200090128
18/04/2017	Poor	Registrars	this has closed down	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html
18/04/2017	Poor	Waste & Recycling	Our green bins have NOT been collected and we can't even find out when this might be rectified as the website is down!!!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Search	I can not find what I looking for it is not practical website	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Grants+Manager,+Finance,+Commissioning+Group&resultsPerPage=10&filters['TP_doctype_group']=pages
18/04/2017	Poor	Waste & Recycling	Complete garbage. What is worse is the fact that you are so useless in actually providing anything remotely resembling a service to the public who pay your fat salaries with gold plated pensions on top of it that YOU MAKE US have to use a web site because you can't even be bothered to answer a phone, and when we have to do so in order to ask a question, it doesn't work. what a Council. I really think you must be the worst Council in London.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Waste & Recycling	not giving dates for the address	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
18/04/2017	Poor	Children's Services	There isn't any e-mail address to contact a member from youth 2 youth.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853684ae7c2872585719
18/04/2017	Poor	Council Tax and Benefits	really hard to fill not accurate explanations	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=qeaaE18Ud1ygbUB8tYGE3ehHsEr40GmD

18/04/2017	Poor	Parking	constant error messages, really un-user friendly	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html
19/04/2017	Poor	Libraries	Why is the library closing? Please can you explain, many thanks.	We are sorry for the inconvenience caused. Please send an email to first.contact@barnet.gov.uk so that we may respond to your concerns or ultimately please contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html
19/04/2017	Poor	Waste & Recycling	Won't show me when green bin collection is next due, never had this before, maybe something wrong with this page?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Myaccount and lagan forms	It's about time you got this page right.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200067709
19/04/2017	Poor	Council and Democracy	There's no information about proxy voting...	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet.html
19/04/2017	Poor	Waste & Recycling	the site is not working so as to enable me to find out on which day the garden refuse is collected from my postcode.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Average	Planning & Building Control	there should be provision to print out a blank form and complete	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=CzOioeb2wOmhNkGtjbO7Ws2rqjxKcl1N
19/04/2017	Average	Myaccount and lagan forms	REally need to be able to describe teh problem in more detail. A pre-defined list isnt really good enough.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6155173584245&lng=-0.14765292406082153&streetid=20033700&location-landmark=A+short+distance+from+junction+with+Friern+Barnet+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1282798441.1489758031

19/04/2017	Average	Myaccount and lagan forms	Need to be able to add further details.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6155173584245&lng=-0.14765292406082153&streetid=20033700&location-landmark=A+short+distance+from+junction+with+Friern+Barnet+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1282798441.1489758031
19/04/2017	Poor	Libraries	out of date information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html
19/04/2017	Poor	Myaccount and lagan forms	wheres the self service info?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/libraries.html
19/04/2017	Poor	Libraries	obvious information such as opening hours should be available from the start/home page. Try looking at other web sites to see how they really work.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet/chipping-barnet-temporary-closure.html
19/04/2017	Poor	Council Tax and Benefits	I am trying to establish why I have not had ?426.88 refund paid into my account, as agreed with Sinead on the telephone on 22 March.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=vuMnuk97Ve8WVrauZg8JbgPdw9QK9IO5
19/04/2017	Poor	Parking	you mention vouchers on the title but there is no info onwhere to purgase any locally. golders green library is closed for renovation and I wewould like to purchase more half hour and 1hr vouchers as i find them very useful and i dont carry a fone	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html
19/04/2017	Good	Business	all in one info	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences/street-trading-licence.html
19/04/2017	Poor	Waste & Recycling	I doesn't work!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Adults and Communities	The link suggested does not exist - this is disgraceful. If it is being updated the link should carry a message explaining this - otherwise NO excuse.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/Financial-assessment.html

19/04/2017	Poor	Waste & Recycling	Didn't work, typed the post code and selected the property but said "Something went wrong" not showing the collection dates I wanted	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Waste & Recycling	Basically said experiencing problems	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Waste & Recycling	I would like to request a recollection of our missed recycling bin.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1266141211.1489871921
19/04/2017	Poor	Waste & Recycling	I am angry this page contains wrong information! PLEASE UPDATE as the Mount pleasant/grove road "bring bank" recycling facility no longer exists. I wanted to dispose of some old chargers and a few small electrical appliances responsibly. I walked to the site at and discovered it empty! I don't have a car and am 38 weeks pregnant, hence anger at wasted journey and subsequent necessary bus trip up to high barnet for the next nearest place to recycle electrical stuff.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html
19/04/2017	Poor	Waste & Recycling	Can't get relevant info	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Waste & Recycling	Not working when you have failed to collect green waste	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
19/04/2017	Poor	Waste & Recycling	Keeps crashing	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

19/04/2017	Good	Council Tax and Benefits	Be great if someone can help out on the phone sometimes	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=Y557FgajRLbRRGfj23fsLLT4CbO5e0Ah
19/04/2017	Poor	Council Tax and Benefits	It is virtually impossible to set up a direct debit for council tax online - error message is unhelpful to say the least	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
19/04/2017	Poor	Search	I searched for 16/0288/FUL, but the search came back with every possible 16/????/FUL. Why on earth can't your search locate the proper record?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/search.html?keywords=16/0288/FUL
19/04/2017	Poor	Libraries	I am trying to book online a computer at the Golders Green library, as when i go there to use the computers previously, people are very slow in using the computers and regularly leave their desk empty their whilst other people need to use the computers urgently for allocated times this is not acceptable i cannot prebook a computer in advance, and have to be inconvenienced waiting for a computer to come free at this library, which then further increases parking costs. i have better things to do in my day and time, Thank you,	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/computers-and-the-internet-public-wifi-and-usage-policy.html
19/04/2017	Poor	Business	Not good because before timeout and cancelled the page system should have informed me to extended the time!!!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints.html?mgnlFormToken=RmZ1XvSucTfvWZgiFw02eaaqL8aQ5qv8
19/04/2017	Poor	Waste & Recycling	Unable to find waste recycling collection dates	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Adults and Communities	i have just spent a lot of time entering the information and due to the time scale it has not saved any of my information. I think this is totally ridiculous and not suitable for people who have chronic restricted pain...how do you expect people to complete these forms if you do not allow the relevant time scale????????????????	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people.html?mgnlFormToken=sF5IGK7Oiaczn3ziRy40vBJcmHzGYGc6

20/04/2017	Poor	Waste & Recycling	It doesn't work!!!!!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Council and Democracy	No telephone numbers	We are sorry for the inconvenience caused. Thank you for your comments. You can find contact number via the following page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
20/04/2017	Poor	Myaccount and lagan forms	Page doesn't need modal windows to give instructions.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
20/04/2017	Good	Waste & Recycling	Was clear and appropriate	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2120482397.1492680356
20/04/2017	Good	Council Tax and Benefits	very easy to work around	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=0pY15r9IQn9DZnJhH0iNehiryqrNEBxM
20/04/2017	Good	Schools Information	Excellent!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/school-priority-maps.html
20/04/2017	Average	Myaccount and lagan forms	Feed box for any additional information.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.630325420697496&lng=-0.2689075469970703&streetId=20006260&location-landmark=2+garages+on+the+left+before+Warren+Shawe+Lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false
20/04/2017	Poor	Waste & Recycling	Every time I've looked at it recently you say you are having problems with it.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

20/04/2017	Poor	Council Tax and Benefits	1. I have tried to make payments from this page many time and it NEVER works, so you have imposed penalties on my account. 2. I send you messages and NEVER receive a copy, occasionally I receive a reply, each time from a different person, and not always clear which message they are replying to. This poor performance is not acceptable and the worst thing is, I am paying for it, what a bad joke that I am paying for this poor performance.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1770374582.1490083793
20/04/2017	Poor	Waste & Recycling	Your webpage doesn't work and your telephone service sends back to the webpage!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Homepage	Issues raised with reference number not easily available to view or see the status of the case.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
20/04/2017	Average	Council and Democracy	I think the website is fine as long as it produces a prompt resolution to my problem.	We are sorry for the inconvenience caused. Thank you for your comments.	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=rmfTLNAscLOTFnQxOHC0mM0UMHKnkC6i
20/04/2017	Poor	Parking	how to pay parking or register is too complicated.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html
20/04/2017	Poor	Highways	can't find what I am looking for. I have visited the site 3 times to find different things concerning the borough I live in. Very disappointing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
20/04/2017	Good	Council Tax and Benefits	Just the response time, but the website is great	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=iukYg8NABjWZSweSAUDol8QdadPbQHPr
20/04/2017	Poor	Waste & Recycling	not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Council and Democracy	I cant zoom out to get an overall "view" of the whole borough with the wards outlined within	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/directories/Directories?_pedid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&list=true

20/04/2017	Poor	Libraries	This is rubbish	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=304928941.1429555650
20/04/2017	Average	Planning & Building Control	It is essential to be able to save or print any online application. Your site does not allow printing or downloading of the application form.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=oWMHNTegStonYaoqKfiwBofgfHJU8s73
20/04/2017	Good	Council Tax and Benefits	Need better phone support with fewer press button options replaced with human operators.	Thank you for your comments	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/8-Declaration.html?mgnlFormToken=1c5lay1JrRDBszMyw9jxpCmf3G9xrZOU
20/04/2017	Poor	Waste & Recycling	page does not work, needed to know collection date for green bins	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Search	im trying to report my landlord regarding a faulty boiler and whereby he removed the stickers that British Gas put on the boiler stating that the boiler is unsafe	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=boiler
20/04/2017	Poor	Waste & Recycling	Fallure to provide basic information required	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Waste & Recycling	Have a working page.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Waste & Recycling	Long running problem	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Assurance	Tory		https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/local-mps-and-meps.html

20/04/2017	Poor	Waste & Recycling	The Post Code Search Does Not Work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
20/04/2017	Poor	Assurance	Where are the details of the Armed Forces regulations?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html
21/04/2017	Poor	Waste & Recycling	Timetable for bin collection dates has been unavailable on this page for some time.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Myaccount and lagan forms	i'm trying to report a highway fault (a missing man hole cover) but the site won't work and there is not phone number available.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html
21/04/2017	Poor	Waste & Recycling	I have been trying to get the bin collection dates for this year for some time but the link takes me to a page where it says Barnet are having trouble with this page. This has been the case for at least 3 weeks.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Waste & Recycling	The postcode search doesn't work.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Schools Information	Very little info about what to do if your child has not been offered a place at any one of the 3 you chose. It is a disgrace that I pay large taxes and my child has not been offered a place at one of our 3 preferred schools.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/junior-school-admissions-in-Barnet.html
21/04/2017	Good	Council Tax and Benefits	Easy steps	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=7EQU97m7FOFeridGKCeG4KcwMbQ1GNw1
21/04/2017	Poor	Waste & Recycling	Page is "down"	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

21/04/2017	Good	Council Tax and Benefits	Your telephone service is abysmal, frustrating and infuriating, this means that by the time I am forced to use the online service, I am already angered by the ineptitude of your telephone service.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=J43oLOG67hQpTB1cmRcHfkI9STM1blqK
21/04/2017	Good	Myaccount and lagan forms	I am happy to be able to manage my account online .	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2017/2018&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2018/2019&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&directDebitFormLink=http://www.barnet.gov.uk/directdebit&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
21/04/2017	Poor	Waste & Recycling	Does not work!!!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Waste & Recycling	This page has been failing for some days now. An apology is not enough when a possible collection is tomorrow!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Council Tax and Benefits	Everything!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=uVng7RccCku77SKuDuJeGmlm0wGg58g5

21/04/2017	Poor	Waste & Recycling	Can't find my green bin collection date when put in my post code	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Council Tax and Benefits	We don't own or rent, We work as grounds keepers and instead of getting wages we live in the house onsite.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=10o6YcrfmxS9CORbu7v2RnMOWYoGUqVX
21/04/2017	Poor	Waste & Recycling	Tell us who is responsible for rubbish bags when the collectors throw full bin bags on the side walk	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html
21/04/2017	Good	Waste & Recycling	sometimes I was told to tick a box and there didn't seem to be a box, so I just ticked in the area where I would have expected to find one.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=KsQwFa8Q2ShAuXLq8M9AwbIkWqbqPFE8
21/04/2017	Poor	Business	its s****		https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences.html
21/04/2017	Poor	Planning & Building Control	There is nothing regarding planning applications	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
21/04/2017	Poor	Planning & Building Control	A total waste of time	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application/planning-applications-how-to-comment.html
21/04/2017	Poor	Waste & Recycling	The search buttons are useless: never lead to the service you want to contact.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Search	The whole web site is a disgraceful waste of time	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
21/04/2017	Poor	Search	Useless total waste of time no logic or common sense used to this website a waste of local taxes	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=

21/04/2017	Poor	Waste & Recycling	Web page not working!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Myaccount and lagan forms	this page should be showing me my council tax information, but apparently it's broken. though it's been "broken" for quite awhile with no indication of when this may be fixed.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
21/04/2017	Good	Council Tax and Benefits	Maybe an informative video could help more the new residents of UK	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=IBXeRS8slmQuEWxEfw0KfmaDoN8ztCOm
21/04/2017	Poor	Waste & Recycling	website still down	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Waste & Recycling	Second week this isn't working and I can't find out when my green recycling is	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Council Tax and Benefits	The page only provides 2 options, either a council tenant or a renting from an housing association. No third option of renting privately. Why not?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Revenues and Benefits team on 0208 359 2111	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/4-About-your-tenancy.html?mgnlFormToken=sNlnK3pLgzpD26wFzYsur3BGpfaw7Hyj
21/04/2017	Poor	Council Tax and Benefits	overall terrible.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html
21/04/2017	Poor	Myaccount and lagan forms	I am trying to find out when my residents permit is due for renewal and it has given me a phone number for something else completely!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
21/04/2017	Good	Waste & Recycling	no problems	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=DzUEs0f275T7dZcc02QBOGqRZamyY4Fc

21/04/2017	Good	Council Tax and Benefits	Easy to provide information and was not needed to call	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=8fLtqM4UDf2AiRvInC7rAtvBILaxjCl
21/04/2017	Poor	Waste & Recycling	I was writing about green bin collection. There was no space for a comment. And also the page seemed to spin back...going round in circles! We had a non collection re bins! We reported missed collection a few weeks ago a Sat when the collection date was given on your site. - but no collection occurred. The same thing happened last Sat. Yes it was the Easter weekend but your site posted the date for collection.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=11082139.1492783249
21/04/2017	Poor	Waste & Recycling	unable to access.Something wrong with sytem	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Good	Council Tax and Benefits	Good user friendly web pages	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=y4UGUx8mpH4GdyJ6Tt08SzutlSM8jMqH
21/04/2017	Average	Highways	F*** *****		https://barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
21/04/2017	Poor	Myaccount and lagan forms	We tried to arrange Direct Debit but we were allowed only to change details and not start a new payment.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
21/04/2017	Poor	Uncategorised	Give people a chance to pick it up they might have been on the phone or something not dropping it deliberately	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning/litter-enforcement/fixed-penalty-notice.html
21/04/2017	Poor	Waste & Recycling	Page did not load - had errors	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Good	Waste & Recycling	You can use plain English not meaningless jargon. 'Operational issues" does not explain why my promised replacement brown bin has not yet arrived.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1182655360.1492803567

21/04/2017	Poor	Council and Democracy	Very bad translation in Turkish languages	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/housing-and-community/housing-strategy-and-policies.html
21/04/2017	Poor	Waste & Recycling	Unable to complete a bin collection date with out the site crashing	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
21/04/2017	Poor	Waste & Recycling	Doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/04/2017	Poor	Parking	can find the simple parking for visitor vouchers - the person how created the on line system did not keep in mind end user?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/saracens-permits-and-vouchers.html
21/04/2017	Average	Business	Repeatedly crashed and had to be refreshed when using on google chrome for iPhone.		https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=g1HzNAJNL Y2knGacGWckumkG09fKH55P
22/04/2017	Poor	Waste & Recycling	It dont work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	Not working	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	Would you please collect our rubbish from our street as well because only front of our house quite dirty That's really embarrassed for us Thank you	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Registrars	Provide some information about the venue for weddings - prices, capacity, photos etc	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html
22/04/2017	Poor	Waste & Recycling	page has not been available for a few weeks.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

22/04/2017	Poor	Waste & Recycling	did not work !	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	I am trying to report a lack of bin collection	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	it doesn't work and not very helpful	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	The postcode checker doesn't work so unable to get the required information - green bin collection dates.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	coincidence, site for dates bin collections is unavailble, and no collection is made.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Freedom of information	There is no map/list to download from the page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/foi-requests?caseDate=2016-07-06&caseId=2884196&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
22/04/2017	Poor	Waste & Recycling	the bin collection website is not working! I can't look up my address!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Waste & Recycling	you can get the page fixed	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/04/2017	Poor	Children's Services	Can no find any information regarding transferring my child to the area from a different bourough	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries

22/04/2017	Poor	Myaccount and lagan forms	250 words is too short to make a complaint.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.566125091510585&lng=-0.20738840103149414&streetid=20043780&location-landmark=125+The+Vale+NW11+8TL&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=272288870.1434542664
22/04/2017	Poor	Children's Services	Hi, I was trying to find the position in the waiting list of the current school results in the Barnet website and I was surprised to see that loads of other boroughs offer that functionality (Harrow, Greenwich, Redbridge, etc) and we are still not able to do that? Being an IT Engineer, it seems quite basic to implement, it could be done even in a single day... hence that I am not sure how's that this has not even been done yet. I hope the feedback is heard to help other parents in the future. Thank you	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries
23/04/2017	Poor	Council Tax and Benefits	How about fixing council tax payment page?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
23/04/2017	Poor	Council Tax and Benefits	How about fixing council tax payment page to be able to pay with a card? And why is online direct debit form redirecting me to some other page in some other domain? How am I supposed to know where my data is going if you are redirecting me to http://civicahosting.co.uk/ ? And why oh why please do explain the online direct debit form allows me only to select between 'Change my bank details only' and 'Change my payment method'? I don't want to change anything, I want to set it up. And why do I have to type in the account reference - I am logged in, the page should know that. And while we're on the council tax page, why it is that it always shows the next payment due regardless whether the previous has been received - how is that information helpful to me?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html

23/04/2017	Poor	Waste & Recycling	Doesn't tell me when my green bin is going to be collected. Postcode search useless.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Good	Regeneration	More details for those who can't get to tye consultations.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/regeneration/brent-cross-cricklewood/brent-cross-thameslink.html
23/04/2017	Poor	Waste & Recycling	no result found	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Average	Libraries	I can't save my log in details and sometimes my password doesn't work. I've no idea why. This is very frustrating. Also, if I exit the reserve a book page, it takes a long time for me to find it again. There's no direct link. So here's the improvements I'd like to see: Option to save log in details...my device is secure. Remove glitches that prevent my password from working...I shouldn't have to input my password ten times before it works and sometimes have to reset it! Create a direct link to reserve a book so I don't have to search for the page. Thank you.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=1454472757.1444724185
23/04/2017	Poor	Waste & Recycling	I can't find out what I want to find	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Poor	Council Tax and Benefits	Rubbish	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=qGln04fz78N7r18NFV3LvSMpa23f2HNQ
23/04/2017	Poor	Council Tax and Benefits	My connection us not private. It is a private connection. Try to set up direct debit but encountering a rubbish webpage	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=PPXcG9glSqr1K9aewr8ME7o1J38TsefH

23/04/2017	Poor	Parking	I would like to have seen a map of areas where I can park for free in Barnet, cannot find one. I am being asked to give specific places which isn't helpful. Please see Ealing site, much better Judy	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
23/04/2017	Poor	Waste & Recycling	bin collection dates often not available. How hard is it to store a list of dates on website or provide a downloadable document.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Poor	Myaccount and lagan forms	Parking permit renewal doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
23/04/2017	Poor	Myaccount and lagan forms	Make it easier to report problems by having a functioning website.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html
23/04/2017	Poor	Libraries	Doesn't allow you to get through to the libraries that are open on Sundays to check book availability	We are sorry for the inconvenience caused. Thank you for your comments. For more information, please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/edgware.html
23/04/2017	Poor	Waste & Recycling	Prefer ability to check lost green bin - it just disappeared after last collection a week ago	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/4-My-bin-is-lost.html
23/04/2017	Poor	Myaccount and lagan forms	Nothing work- Always under maintenance	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
23/04/2017	Poor	Council Tax and Benefits	Dumb people working in housing benefit they don't read any highlighted notes that puts a person in danger. Off the boat people who can't read basic English.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Revenues and Benefits team on 0208 359 2111	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-what-youll-get.html
23/04/2017	Poor	Waste & Recycling	It's not been working for a few days now.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Average	Waste & Recycling	Page is not user friendly keeps going to the top of the page when you fill in the box	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=762466389.1492963581

23/04/2017	Poor	Myaccount and lagan forms	I cannot input my permit and pin after apparently renewing it.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
23/04/2017	Poor	Waste & Recycling	Site not working - pls fix	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/04/2017	Poor	Homepage	Hi Barnet Council website is awful. I always have a bad user experience; find it hard to look for things. Please look at Brent Council they seem to have got it right in terms of design; user experience and putting the general election on the front page! Thanks.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home
23/04/2017	Poor	Schools Information	link to secondary schools not working	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/find-a-school.html
23/04/2017	Poor	Myaccount and lagan forms	Nothing of use to me on this log on page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
23/04/2017	Poor	Council Tax and Benefits	Although having lived in the borough for many years I have for the first time registered for online services . I have generally gone through the website ,it seems very informative and to the point unfortunately one of pages i wanted to use is under maintenance and that is fine.. i will log in again another time and will use this pages to provide Feedback if necessary.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html
24/04/2017	Poor	Council Tax and Benefits	Bad website	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
24/04/2017	Poor	Waste & Recycling	it's not working!!!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
24/04/2017	Poor	Registrars	Suggest we only give one telephone number for this page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/citizenship-ceremonies.html

24/04/2017	Poor	Children's Services	The receipt email does not contain any details of the booking, only a reference number. What would be helpful is a receipt with the name, date and title of the course booked.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=YBYKMGU53xD1O5zdcwmdyRCd5PVi0Hn
24/04/2017	Poor	Search	I did not understand a bloody word	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=www.barnet.gov.uk
24/04/2017	Average	Highways	Not sure if I am applying for a refund or a form for a refund.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form/email-receipt.html?mgnlFormToken=8zInJuJ3H8UvsczPFd16XWNMgY2djlQy
24/04/2017	Poor	Council and Democracy	design as per customer view of point. This web design not comfortable to customer There should be help line contact number	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
24/04/2017	Poor	Council Tax and Benefits	It keeps saying this site is not safe!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=JtHutvfqOqAyw74UPW4PvYOTtqze3lxv
24/04/2017	Average	Planning & Building Control	has no specific items relating to where I can find planning permissions	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
24/04/2017	Poor	Myaccount and lagan forms	I cannot login to check the status of my Council Tax account - it says the 'page is under maintenance' and has done so for the last couple of weeks.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
24/04/2017	Good	Children's Services	I think that you should add what the barnet youth council discusses every meeting so the public can also see what we are discussing and whether they can add anything; you aim is to make barnet a better place, why not allow the citizens of barnet to have their at too!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/youth-assembly.html
24/04/2017	Poor	Waste & Recycling	The page is still not working.....how difficult can this be?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

24/04/2017	Average	Waste & Recycling	I cannot find information on assisted green bin collection dates NW11 6QS	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
24/04/2017	Good	Waste & Recycling	The website is fine it is the assisted collection of green bins which is a disgrace	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html
24/04/2017	Poor	Waste & Recycling	None of the links work. And there's no info on what to do if you have a small brown bin and not a large.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/brown-bin.html
24/04/2017	Poor	Waste & Recycling	The information about bin collection dates was unavailable at the time of request	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
24/04/2017	Poor	Waste & Recycling	It's been down for a few days.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
25/04/2017	Poor	Environmental Health & Trading Standards	Not clear enough	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health.html
25/04/2017	Poor	Planning & Building Control	Planning portal seems to be down (timeout error). I get this message when I click on the link to view applications online: publicaccess.barnet.gov.uk took too long to respond. Try: Checking the connection Checking the proxy and the firewall ERR_CONNECTION_TIMED_OUT	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html
25/04/2017	Poor	Council and Democracy	Does not show link to electoral roll (or how to be removed from public copy)	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet
25/04/2017	Good	Children's Services	The online form was very straightforward and easy to complete	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=iri0Hpqli5sBrSVszwm5u4w5PKfBpFGe
25/04/2017	Poor	Myaccount and lagan forms	impossible to fill in the "describe the problem" bit (ironic!) The link does not work and the window does not open	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

25/04/2017	Poor	Homepage	Very difficult to use. Not simple. Trying to get housing benefits and council tax for forms. But don't know where to go. Very disappointed ??	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home
25/04/2017	Poor	Council Tax and Benefits	I need to speak with the adviser. I just would not give me the right information.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
25/04/2017	Poor	Myaccount and lagan forms	shit	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
25/04/2017	Poor	Parking	not easy to follow	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
25/04/2017	Poor	Myaccount and lagan forms	doesn't register my details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
25/04/2017	Poor	Waste & Recycling	No information. Told to phone instead	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
25/04/2017	Poor	Myaccount and lagan forms	I would love to add my new number to my account sadly i am unable to do so	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
25/04/2017	Poor	Myaccount and lagan forms	o	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/report-a-problem.html

25/04/2017	Poor	Libraries	You seem to be making it more difficult for people to become members of the library. My family and I are already members of the library and have membership cards with a barcode on it. Why can we not just upgrade our current library membership cards instead of having to reapply by handing in a registration form at the library which is only open within restricted hours. My 15 year old son was going to the library by himself to study for his imminent GCSEs, but can't now until we can both get to the library together to upgrade our membership, by which time the exams may be over. Are you intentionally trying to reduce the number of members to give you the excuse to say the facilities are not being used so that you can close them down.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately contact us on 0208 359 2000	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/library-categories.html
25/04/2017	Good	Children's Services	more media clips	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/Preparing-for-Adulthood--14-to-25/Age-19-to-25-and-onwards.html
25/04/2017	Poor	Myaccount and lagan forms	Not enough space !!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.589646143384314&lng=-0.22065460681915283&streetId=20015780&location-landmark=The+Bus+Stop+on+Finchley+Lane+opposite+the+Job+Centre&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1242596160.1493131548
25/04/2017	Poor	Myaccount and lagan forms	I've tried submitting a complaint about graffiti but the website will not allow me to do so.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59767678323718&lng=-0.1976536586880684&streetId=20040285&location-landmark=At+the+side+of+the+new+pavement+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=576583944.1478519742

25/04/2017	Average	Waste & Recycling	Some simple services requires more than two clicks or many actions	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=925535035.1491323894
25/04/2017	Poor	Parking	Your parking fines direct you to this page to challenge fines. There is no quick link to challenge a fine	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
25/04/2017	Poor	Council Tax and Benefits	The contact number stated 0208 359 2200 is either faulty or wrong because you cannot get through to HB. A message states that this number does not exist ?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-get-extra-help-to-pay-your-rent.html
25/04/2017	Average	Libraries	Make it clearer what services the library offers for someone who has never been before	We are sorry for the inconvenience caused. Thank you for your comments. For more information, please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/church-end.html
25/04/2017	Poor	Waste & Recycling	When is this problem going to be sorted?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
25/04/2017	Poor	Parks	lack of information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584b00
25/04/2017	Good	Council Tax and Benefits	Everything is fine & excellent.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=421p5nsD1RHj1GrUgTRWr6QeQPU6N1r3
25/04/2017	Poor	Parking	Uploaded insurance document on smart phone for residents permit and it wont let you go any further to make a payment - now I've got a real situation because I'm working tomorrow and don't know where I can safely leave my car whilst I'm away.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html

25/04/2017	Poor	Myaccount and lagan forms	Members of the public should be able to report anything with-in the London Borough of Barnet without giving their details.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58099447531648&lng=-0.21239155903458593&streetid=20004600&location-landmark=The+River&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2106228606.1493152996
25/04/2017	Poor	Council and Democracy	I need from this postcode fgjibvfchfgjrtjkc Like this if understand	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/barnet-house.html
25/04/2017	Poor	Events	no details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=555b462f84ae10c575934e59
26/04/2017	Poor	Council Tax and Benefits	provide contact telephone numbers rather than web pages that point to each other but offer no tel numbers.	We are sorry for the inconvenience caused. Thank you for your comments. You can find contact numbers via the following page: https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html
26/04/2017	Poor	Council and Democracy	This page tells me nothing, tells me what my problem might be but not what to do about it/who to contact etc. Maybe I don't want to register for My Account therefore this page leads me nowhere	We are sorry for the inconvenience caused. Thank you for your comments. The report-it-now page provides you with the links to reporting specific issues by service. We will look into improving the content.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
26/04/2017	Poor	Myaccount and lagan forms	wildwood road has a number of seriously bad potholes and this page does not allow for this fact	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
26/04/2017	Good	Parking	so far so good, I can't think of any improvement yet !	Thank you for your comments	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html
26/04/2017	Poor	Search	it is not easy and practical for elderly people to use. just wanted to get permit for my car in event day, couldn't	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/search.html?keywords=even+day+parking+permit&resultsPerPage=10&filters['TP_doctype_grp']=events
26/04/2017	Poor	Myaccount and lagan forms	No link to bin collection calendar	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200066626

26/04/2017	Poor	Council Tax and Benefits	If we are leaving the UK, it's impossible to enter our new address, so impossible to complete this form. Moreover, it's impossible to call, because it always say " go online"	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=y9hkgktvV57BcJuPrSabKpXMhLqZaog
26/04/2017	Good	Registrars	There is no form or option on line and on the telephone available to apply for the approval of venue for marriages and civil partnership.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=31oDP5mdKEWVaCyRywTjzSLY4L02fxyjK
26/04/2017	Poor	Myaccount and lagan forms	The permit I have just renewed does not show up on your system using the PIN number you provided me with and there is no way of finding out why	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
26/04/2017	Average	Adults and Communities	It does not say what will happen next and what exactly I have to provide.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=of5sfKmX1Smbgm4B5uY6zzMe9CK0KPUP
26/04/2017	Poor	Council Tax and Benefits	it does not show me how to apply - what is the point ? all you 'help line' does is refer me to the application button on this page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html
26/04/2017	Good	Schools Information	save the time	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/email-receipt.html?mgnlFormToken=5lmchYT2vamviG7xHwJYhmqPJLjbqTEh
26/04/2017	Poor	Planning & Building Control	It is stated that demolition falls under permitted development - not requiring planning permission- but then you say that approval must be obtained before commencement...???	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
26/04/2017	Poor	Myaccount and lagan forms	No time schedule provided as to when it will be fixed / Very poor service	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
26/04/2017	Average	Children's Services	it's west time	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=075NymjTK7FVNWsvEJvJ4xIkCQvfD4Lg
26/04/2017	Poor	Council Tax and Benefits	There is no provision for notifying the Council when one is relocating abroad.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html

26/04/2017	Poor	Waste & Recycling	Carry out essential maintenance during the night.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
26/04/2017	Poor	Waste & Recycling	Doesn't work	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
26/04/2017	Poor	Libraries	Stop destroying our libraries.And stop giving such blatant favourable treatment to libraries in Tory wards.		https://barnet.gov.uk/citizen-home/libraries/library-opening-times.html
26/04/2017	Poor	Myaccount and lagan forms	I have to add my husband to my billing. There is no such option available. I've tried to call you today, only wasted time. You set up voice mail that takes you round and round and in the end say 'Good bye'. Very bad service indeed!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
26/04/2017	Good	Libraries	Well done!	Thank you for your comments	https://barnet.gov.uk/citizen-home/libraries/find-your-local-library.html
26/04/2017	Poor	Council Tax and Benefits	after filling in whole form i was asked to submit,when i pressed button there was no comfirmation if it had been accepted or not	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=XCT6i3SsRnIVjdecShw2MJEtI2C8HnQg
27/04/2017	Poor	Waste & Recycling	Takes a long time to update	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1171489740.1493270464
27/04/2017	Poor	Myaccount and lagan forms	It does not update to allow for the comment to be added	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/04/2017	Average	Myaccount and lagan forms	i wanted to find green collection date	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200075332
27/04/2017	Good	Schools Information	great news	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/determined-admission-arrangements.html

27/04/2017	Good	Schools Information	sushi	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/school-admissions-terms-and-conditions.html
27/04/2017	Poor	Myaccount and lagan forms	CANNOT ACCES IT - NOT RESPONDING	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/04/2017	Poor	Waste & Recycling	Unable to obtain essential information I am looking for.. bin collection date!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
27/04/2017	Poor	Myaccount and lagan forms	The problem is close to.....I gave the house number ...I can't seem to leave the page to get to the next item and describe the problem	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
27/04/2017	Good	Myaccount and lagan forms	Very User Friendly	Thank you for your comments	https://barnet.gov.uk/citizen-home/my-account/council-tax.html
27/04/2017	Poor	Council and Democracy	Telephone contacts or addresses of Barnet councillors	We are sorry for the inconvenience caused. Thank you for your comments. You can find infomration about your councillors here http://barnet.moderngov.co.uk/mgMemberIndex.aspx?bcr=1	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=9nkzgW4nWllIn7NnUr09pUBpegFidfHS
27/04/2017	Poor	Myaccount and lagan forms	not clear whether report has been registered	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57440376976416&lng=-0.2460765838623047&streetId=20010125&location-landmark=Opposite+Sea+Cadets+Bulding&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=452144370.1493306874
27/04/2017	Good	Children's Services	I found it easy to use.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/4-Declaration.html?mgnlFormToken=xFi7Y6CK83Om9vFLUcaZHSkYIDZ1E9t9
27/04/2017	Poor	Registrars	This page does not provide clear information on how to 'register a Birth'. It is very poorly written. I am having to call the phone number for advice. A booking form with times available would help. Or if this is already in place a clearer link to the required information.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html

27/04/2017	Good	Adults and Communities	It is very good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=h2UKBYQJEtgUpFN4lI00iG00YsBhegb
27/04/2017	Poor	Myaccount and lagan forms	It isnt responding when I press next	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.570473802814966&lng=-0.18631696701049805&streetid=20007780&location-landmark=NORTH+END+WAY+SIDE+OF+WELLGARTH&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=506925124.1493311076
27/04/2017	Poor	Myaccount and lagan forms	Absolute rubbish. Wont allow me to press next. Box is reflected in red and even when I delete characters I still cannot press next. Been extremely irritating form to complete	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.570473802814966&lng=-0.18631696701049805&streetid=20007780&location-landmark=NORTH+END+WAY+SIDE+OF+WELLGARTH&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=506925124.1493311076
27/04/2017	Poor	Myaccount and lagan forms	It does not tell me when the green bin is being collected	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200119914
27/04/2017	Poor	Adults and Communities	links to downloads pdf files do not work	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/needs-assessment-by-social-services.html
27/04/2017	Good	Council Tax and Benefits	fantastic. I am amazed that I do not have to go through the stress of making a new claim after changing my address :)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/email-receipt.html?mgnlFormToken=P3jeZ09xRCpY2aZpONmU3HwBLxfIA1u7
27/04/2017	Poor	Business	More info needed	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences.html
28/04/2017	Good	Myaccount and lagan forms	Show a history of the payments made for current and past years.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html

28/04/2017	Poor	Council and Democracy	fails to provide me with the information I am looking for	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
28/04/2017	Good	Children's Services	Fantastic, efficient, easy was to book training.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=ZIR78fjPlwU96HyfoYQQOn2knMYEflEq
28/04/2017	Poor	Myaccount and lagan forms	Six months later and there is still nothing here :(The council tax page is just empty!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
28/04/2017	Good	Myaccount and lagan forms	Extremely useful and user friendly site	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200112736
28/04/2017	Good	Myaccount and lagan forms	I find the website www.barnet.gov.uk/citizen-home/report-a-problem clear and useful. Well done!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61138449275545&lng=-0.23689806461334229&streetid=20033800&location-landmark=Junction+with+Wise+Lane+NW7&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=485808586.1493374821
28/04/2017	Average	Council Tax and Benefits	difficult to find change of address page MK	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
28/04/2017	Poor	Waste & Recycling	BEEN OUT FOR 12 DAYS?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
28/04/2017	Poor	Parking	No where on this site does it state in clear terms, what restrictions apply borough wide. There is no detail, a person would not know if they were in contravention until they get a ticket. In other words, extortion. An illegal practice. As always, nothing will change as long as your making money !	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-enforcement.html
28/04/2017	Poor	Myaccount and lagan forms	Get real people to answer the phine	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

28/04/2017	Poor	Waste & Recycling	fix this page	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
28/04/2017	Poor	Council and Democracy	You are not helpers when I was there you make stressful you not helping people every one from you is racist there just Indian for Indian work others has not right for anything	We are sorry for the inconvenience caused. Thank you for your comments. Please give us more detail so that we may investigate this. Please contact us via email at first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html
28/04/2017	Poor	Council and Democracy	I just need to speak to someone. Why is this so hard. My mother is in hospital and has been for almost two months. I'm trying to sort out her bills and need help to know what it is about and its frustrating. I don't think Barnet council know the meaning of user friendly. I would grateful if someone gave me a call as I've wasted all afternoon trying to sort this out. 077*****.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
28/04/2017	Poor	Myaccount and lagan forms	can't access anything?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
28/04/2017	Poor	Council Tax and Benefits	I CAN'T MAKE THE PAYMENT	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=143.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1876287016.1482689570
28/04/2017	Good	Council Tax and Benefits	Seems pretty straight forward and easy to use...no complaints	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=Ho81dQXl1WUvGDxS9i5JXsaHzgsQeCtB
28/04/2017	Poor	Waste & Recycling	Have been unable to get information from site from past week	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
29/04/2017	Poor	Myaccount and lagan forms	It does not give details of the GREEN BIN Collection dates	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200098238

29/04/2017	Poor	Waste & Recycling	Very poor service yet again from Barnet council	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1532988634.1493454100
29/04/2017	Poor	Parking	its complicated and not easy to use ,, I need to know if i can park on a single yellow line during controlled hours , with my blue badge but it seems very hard to find the relevant info.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
29/04/2017	Good	Myaccount and lagan forms	Excellent	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62315064681091&lng=-0.1590442657470703&streetId=20028180&location-landmark=Church&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1169951379.1493460841
29/04/2017	Good	Parking	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions/Tips-for-safe-driving-in-Barnet.html
29/04/2017	Average	Council and Democracy	When trying to renew a Resident's parking permit, at no point can you find out to which vehicle it relates. If you own more than one vehicle it is confusing and the website is not helpful with regard to how you can contact someone to find out.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=8KleFLUV7j7NYoGLGdHUNwGr1wbYhjjZ
29/04/2017	Good	Libraries	I would like you to improve the timetables	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/childs-hill.html
29/04/2017	Good	Libraries	The timing in the new timetable are very bad and annoying as students come to revise and and we must leave for an hour and come back. This is very wired and distributing. The library times before was just fine and now it has affect many people	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
29/04/2017	Good	Waste & Recycling	could do with more options (my bins is no longer outside	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1258387597.1493478818

29/04/2017	Good	Council and Democracy	I	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=bWCPBz1mNjgBfForzy6QE2As3Z1IRhOm
29/04/2017	Poor	Parks	The area is legally called the Quinta Village Green. It is no longer Quinta Open Space	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a96&view=true
29/04/2017	Average	Waste & Recycling	I	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=809769593.1465194675
29/04/2017	Poor	Parks	Before I fill out form specifying dates in which I want to hire the park for my event, I would first like to find out what the conditions for hire are. I don't want to book this event without knowing what the cost is and what my obligations are (ie., is insurance included etc). Poorly constructed site	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application.html
29/04/2017	Poor	Parks	It is impossible to submit info on this page. It's very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/3-Event-Classification.html?mgnlFormToken=H5QkKMrAwMKuCi5JbrFgvrFqO4IfVWOj
29/04/2017	Poor	Waste & Recycling	Sort out the problems you are having with this page!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
30/04/2017	Good	Myaccount and lagan forms	Gallon Gloss paint in road and tracked around Selborne Gdns Ref: 101001143634	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
30/04/2017	Poor	Libraries	it would be helpful to have more information on what is going on at the library, if there are children sessions etc.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/south-friern.html
30/04/2017	Poor	Libraries	page is out of date	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html

30/04/2017	Poor	Myaccount and lagan forms	Not clear where anything is - I want to pay bills but no idea how to access them - please note I have excellent IT skills.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
30/04/2017	Poor	Council and Democracy	Cannot find an enquiries email address for the Registrars Office	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately please call the registrars team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
30/04/2017	Good	Registrars	found the email address at last. regards, hjl	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=t6rZs4Mx6eXUQ5vtygVRGxXjbd1a2uW
30/04/2017	Poor	Search	useless like all services in Barnet	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=joemari
30/04/2017	Poor	Myaccount and lagan forms	Insufficient information	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
30/04/2017	Poor	Search	oh i got my chicken chowmein, chowmein, chowmein and me pork bone		https://www.barnet.gov.uk/citizen-home/search.html?keywords=
30/04/2017	Poor	Council Tax and Benefits	Can never ever pay my council tax on this rubbish web site	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=108.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=298470392.1476966472
30/04/2017	Poor	Libraries	It is frustrating to have to look so hard to find this particular library's weekly timetable for children activities and other things	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/south-friern.html
30/04/2017	Poor	Council Tax and Benefits	I have to fill in method of payment but I am exempt since I am a student??	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/6-Payment-options.html?mgnlFormToken=MVOo0hQmMoqJrgH3vzbeY6bj3HNRmcj
30/04/2017	Average	Parks	information that children can understand too, otherwise this is great.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584aae

30/04/2017	Poor	Waste & Recycling	How can we find out our bin collection dates over the holiday by phoning?	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
30/04/2017	Good	Council Tax and Benefits	Good info here	Thank you for your comments	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html
30/04/2017	Good	Council and Democracy	No improvement needed I was able to get an answer to my question a good web page.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html