

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/12/2017	Poor	Highways	No email addressed, web links broken I cannot download a copy of your pdfs it takes me to a password protected page. Very poor	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Street-cleaning.html
01/12/2017	Poor	Search	NO REPLY TO QUESTION	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/search.html?keywords=IS+PLANNING+REQUIRED+FOR+A+GARAGE
01/12/2017	Poor	Waste & Recycling	automates service just kept putting me through to different extensions and when i reached the last set of options that didn't include my specific question, it hung up in me. Always have an option to talk to a person!!	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
01/12/2017	Poor	Planning & Building Control	Therer are no electrical works. there is no notapplicable box. Why??	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/planning-conservation-and-building-control/forms/Building-notice-application/8-Electrical-Installation-Form.html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c
01/12/2017	Good	Libraries	Easy to navigate. This saves a lot of time for all of us especially with our very busy schedules	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956
01/12/2017	Poor	Myaccount and lagan forms	It is not updating my name	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/my-account/council-tax.html?enrol
01/12/2017	Good	Libraries	The website was easy to follow. Thank you	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=67139ddf-26fd-45c6-9dd2-5164a4de4956
01/12/2017	Poor	Planning & Building Control	No links to what to do; no mention of what charge is made	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/planning-conservation-and-building-control/conservation/high-hedges.html
01/12/2017	Poor	Parking	there is no easy way to make recommendations and send emails	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
01/12/2017	Poor	Myaccount and lagan forms	Did not show any details	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
01/12/2017	Poor	Myaccount and lagan forms	Collection dates are incorrect	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE

02/12/2017	Poor	Adults and Communities	Not letting me input	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/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/3-Tackling-anti-social-behaviour.html?mgnlFormToken=2177376d-4ca0-4f0e-9004-ed2a8cf7e4f2
02/12/2017	Poor	Environmental Health & Trading Standards	No information about smoking ban and reporting an offence	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/environmental-health/health-and-safety-at-work/smoking-ban-enforcement.html
02/12/2017	Good	Council Tax and Benefits	Nil	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=fa93d588-9282-4580-aae9-7ee78d5d3986
02/12/2017	Poor	Myaccount and lagan forms	It never works!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
02/12/2017	Average	Myaccount and lagan forms	I'm looking for the calendar of dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
02/12/2017	Poor	Myaccount and lagan forms	the page doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
02/12/2017	Poor	Highways	I cannot find the title to write about my issue . Very disappointing	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
02/12/2017	Average	Myaccount and lagan forms	I would like to know how to order a smaller waste black wheelie bin, but I cannot find the information on your website.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN
02/12/2017	Poor	Myaccount and lagan forms	Reporting an overflowing bin take far to long and is difficult to process. An easier APP is required	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT
02/12/2017	Poor	Council and Democracy	Can't report a 'Missed Bin Collection' - when I click on the link the page refuses to load and comes up blank. This page used to work OK but doesn't now. The recycling bins outside my flats are always overflowing with rubbish all over the car park.	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. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
02/12/2017	Poor	Myaccount and lagan forms	Why doesn't it list bin collection days?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
02/12/2017	Poor	Council and Democracy	tried to report missed bin blank 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. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html

02/12/2017	Poor	Parking	Unhelpful and makes it difficult to renew. Also not received reminder for two residents permits and having become cynical I believe this is an attempt to catch us out and collect further income through illegitimate fines. Indeed it has happened before. Very efficient when it comes to issuing fine but decidedly tardy when it comes to renewing them.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html
02/12/2017	Poor	Myaccount and lagan forms	And now it says we've sent you an email with your new password and it hasn't arrived (2 hours later.) Dreadful.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
02/12/2017	Poor	News	The free parking dates are not updated .	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/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
03/12/2017	Good	Business	Include a link to a postcode finder service	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5
03/12/2017	Good	Council Tax and Benefits	N/A	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=7903a248-c540-4866-986a-8fcbd6774fab
03/12/2017	Good	Council Tax and Benefits	N/A	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=7903a248-c540-4866-986a-8fcbd6774fab
03/12/2017	Poor	Myaccount and lagan forms	Could not find the bin collection dates for my address and now have to find out via telephone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
03/12/2017	Poor	Myaccount and lagan forms	im trying to get to specific points on your website and you have me filling out a survey!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/updateprofiledetails.htm
03/12/2017	Good	Planning & Building Control	Easiest planning submission I have done using the online tool from Barnet Council.	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=78f9e3e5-e989-4204-8e2a-35a41ca8ada9

03/12/2017	Poor	Waste & Recycling	No way to report missed COMMERCIAL WASTE bin collection, despite being told to do this on Friday by your staff over the phone. Pages refer only to household refuse. No address exists for our premises on your list. MISSED COMMERCIAL WASTE collection Friday 01.12.17 from St Matthias Church, Rushgrove Avenue NW9 6QY. Not the first time either. We will be investigating Biffa.	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
03/12/2017	Poor	Council Tax and Benefits	I am selling my flat at *** ***** ** N*** **. I need to pay council tax until it is sold, but this form does not accept my present address *** ***** E***** n****rt. I would like to talk to someone, but there is no telephone number to call. Thank you T. D*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---empty-property-notification/2-Your-details.html?mgnlFormToken=543c5cb7-0ee5-4be5-8d13-eab3687d9288
03/12/2017	Poor	Freedom of information	You had an announcement in the paper about the stopping up order for Spur Road/Stonegrove. Please could you explain what this refers to (in laymens terms) and, as a local resident will it affect me. I've read the legal document which makes reference to properties demolished some years ago, please make sense of this for me. Thank you.	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/foi-requests?caseDate=2017-06-16&caseId=3714097&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
04/12/2017	Poor	Council Tax and Benefits	This website is refusing to accept my new German address as a forwarding address.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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=cf44be20-9421-4a0c-a62c-6afcb39d852d
04/12/2017	Good	Council Tax and Benefits	Through the exemptions page I could find a link to the actual exemption application form. I had to Google it specifically.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---student-discount/email-receipt.html?mgnlFormToken=794ae1a9-2176-4d45-a3ff-9e4cf37e459c
04/12/2017	Good	Council Tax and Benefits	Simple process - easy to do	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=fa93d588-9282-4580-aae9-7ee78d5d3986
04/12/2017	Poor	Myaccount and lagan forms	cant seem my council tax, gives me an error. would like to see my bill / what I pay etc	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/logoutoptions.htm
04/12/2017	Poor	Parking	Despite reading this several times over, I still can't work out what the advantage is over the standard residents' parking permit system.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/gas-or-electric-vehicle-permits.html

04/12/2017	Poor	Adults and Communities	The links on the dementia services page are all 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/adult-social-care/advice-and-support/Dementia-services-in-barnet.html
04/12/2017	Average	Council Tax and Benefits	the page and therefore form would not submit	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d
04/12/2017	Poor	Myaccount and lagan forms	I can't manage to put in the information so that the fallen leaves are advised to the council - I am computer literate and bank online all the time	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&prevSection=Y
04/12/2017	Poor	Myaccount and lagan forms	I just can't pay straight from Barnet my account and it is very slow	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm
04/12/2017	Good	Council Tax and Benefits	New applicant, took me time to manage an application. But found it at the end.	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=acb6889c-6c2e-4368-a3da-bb69d8de82fa
04/12/2017	Poor	Council Tax and Benefits	because , wont erased people if gone my houseis imposibil , :(We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
05/12/2017	Average	Myaccount and lagan forms	doesnt work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
05/12/2017	Poor	Myaccount and lagan forms	The Bin collection page doesnt work, it doesn't return any information for my address and asks me to call - it used to work on the old website	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
05/12/2017	Poor	Myaccount and lagan forms	I'm trying to submit a problem with the pavement outside our house and the 'submit' button just isn't working so I've spent a while typing it out and uploading images and now I can't send it!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y
05/12/2017	Average	Myaccount and lagan forms	No mention of Xmas collection dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
05/12/2017	Poor	Planning & Building Control	showing a link to a local plan policy and proposals map	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/planning-conservation-and-building-control/planning-policies-and-further-information.html
05/12/2017	Good	Council Tax and Benefits	very 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=fa93d588-9282-4580-aae9-7ee78d5d3986
05/12/2017	Poor	Myaccount and lagan forms	Every time is saying cannot use as already sign in . Even when close all pages and sing out than try again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm

05/12/2017	Good	Council Tax and Benefits	I think the site is user friendly.	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=acb6889c-6c2e-4368-a3da-bb69d8de82fa
05/12/2017	Poor	Myaccount and lagan forms	There is no option to change direct debit or even download the form on this page. I have been on hold for over 25 minutes on the line just to change my account number for direct debit. it should be much, much easier to change direct debit or at least have a faster line dedicated to payments.	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/my-account/council-tax.html
05/12/2017	Poor	Children's Services	It is very unclear from this page who someone experiencing domestic abuse should contact for help in the first instance and what support is available.	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/children-young-people-and-families/parental-support/domestic-violence-and-violence-against-women-and-girls.html
05/12/2017	Poor	Myaccount and lagan forms	I cannot login to my account it keeps saying multiple logons, when I know that I am not logged in! This extremely frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccess/live/selfservice/errororduplicaterequest.htm
05/12/2017	Poor	Council Tax and Benefits	So difficult to navigate, I just want an address not half of the worlds information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
05/12/2017	Poor	Registrars	There is no help on the 'ordering certificates' page on how to order, what I need, how do I proceed. this would be helpful.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html
05/12/2017	Poor	Myaccount and lagan forms	IT DOES NOT WORK. NO BEEN COLLECTION DATES GIVEN - JUST POINTLESS SEARCH OF ADDRESS.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
06/12/2017	Poor	Council and Democracy	Ensure that online forms work. Provide contact details such as an email address.	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
06/12/2017	Average	Myaccount and lagan forms	Please mention what ites goes in recycling bin, papers, plastic, etc. Do we need to mix up paper and plastic in one bin. General waste items??? Where does glass bottles and cans goes??? What about cloths??? I m moving to Barnet but unfortunately no details are provided.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
06/12/2017	Poor	Myaccount and lagan forms	Why are my housing benefit details not being shown?	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/my-account/benefits.html
06/12/2017	Poor	Council and Democracy	a telephone number is needed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html

06/12/2017	Poor	Schools Information	no email link	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/schools-and-education/parents/free-school-meals.html
06/12/2017	Average	Children's Services	I was interested for dates of events but all of them have past and it's really important to know these dates in advance so I can book time off work.	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/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html
06/12/2017	Poor	Planning & Building Control	Very difficult to read map	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/planning-conservation-and-building-control/conservation/Conservation-Areas.html
06/12/2017	Poor	Parking	it is written very vaguely.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/gas-or-electric-vehicle-permits.html
06/12/2017	Poor	Council and Democracy	I searched Barnet Planning That directed me to the Planning Page When I clicked on Planning it took me to licensing. Repeatedly. Where's Planning?	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
06/12/2017	Poor	Myaccount and lagan forms	Its ****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
06/12/2017	Poor	Highways	no info about what to do if you gat this notice on your car - even when you have a parking permit???	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html
06/12/2017	Good	Children's Services	Love it	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/play-activities.html
06/12/2017	Poor	Council Tax and Benefits	It doesn't give me an option to speak to a human	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
06/12/2017	Poor	News	It does not tell me which provider is cheaper or how to make my home less cold. It does not seem to be for people with disabilities. I have very low energy. I am too tired to jump around the all time. Just telling me to dress warm and keep moving is not helping at all.	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/news/Stay-warm-and-well-this-winter.html
06/12/2017	Poor	Planning & Building Control	There is no way to review and amend an entry in the application. A chance to edit at the end would be helpful. Now I've got to do the whole process again.	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/planning-conservation-and-building-control/forms/Building-notice-application/11-Declaration.html?mgnlFormToken=65ed2813-aff5-4b70-a9e8-89f6895a646c

06/12/2017	Poor	News	Nothing on the page	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/news/categories/libraries
06/12/2017	Poor	Parking	Na	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
06/12/2017	Average	Myaccount and lagan forms	should automatically put you back to log in page	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/errorduplicaterequest.htm
06/12/2017	Poor	Public health	Telling me what I know already... yes you can go to a pharmacy if an advisor is there, well tell me what pharmacy to go. Incompetent Tories!	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/public-health/stop-smoking-support.html
07/12/2017	Good	Children's Services	I have nothing to say you're doing well....	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Expression-of-interest-in-fostering/2-Personal-Details.html?mgnlFormToken=eeeb1d4a-34ef-44b4-b902-7fa65cc456de
07/12/2017	Poor	Myaccount and lagan forms	No dates provided	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
07/12/2017	Poor	Myaccount and lagan forms	no dates for end of Jan or Feb collections	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
07/12/2017	Poor	Myaccount and lagan forms	I am trying to order a replacement brown bin for an elderly neighbour who doesn't have a email address or a computer. It is extremely frustrating. 1) The page invites you to continue without registering. click on that and the screen goes blank and even if you wait, does nothing at all, no message, zilch. 2) There is no price given for a replacement bin. 3) No phone number is given so you can order/inquire by phone.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm
07/12/2017	Good	Events	user friendly and easy to find information	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=551abc4484aedf0dcb3c9d90
07/12/2017	Poor	Planning & Building Control	I want to find out if a property is in a conservation area just by putting in the postcode. Other LAs do it. It is time consuming having to look at different maps and trying to work it out, when a simple postcode entry would do.	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/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html
07/12/2017	Average	Myaccount and lagan forms	Could not register for my account. System could not find my reference no.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&_flowExecutionKey=e2s1

07/12/2017	Poor	Myaccount and lagan forms	I am finding it really difficult to find a heading which will cover my complaint	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&section=BNT_MissedBin1
07/12/2017	Poor	Council Tax and Benefits	Asking date a person moved out is not sensible if this is a repeat request for information. The question option should be has anyone moved into the premises since last completed form yes/no answer.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa
07/12/2017	Poor	Planning & Building Control	It's rather frustrating, not to mention time wasting, that an application cannot be saved part way through and resumed later (in this case it was an application for a new address). It would be useful if at the beginning of the application process you had a list of things necessary to complete the form. Having gone through several pages of the form, I found that a site plan must be included with the application. I could have had this to hand if I had known that in advance, however now I must go away, locate the plan, scan it and complete the form all over again. I just hope that once I have done this I don't get further along in the form and then find something else which must accompany it!	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/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application.html?mgnlFormToken=254f8ce3-0b05-4f30-bff3-ee840b140900
07/12/2017	Poor	Regeneration	The internal link to the scheme details returned 'page not found'.	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/delivering-for-barnet/brent-cross-cricklewood.html
07/12/2017	Good	Uncategorised	u done a good job	Thank you for your comments.	N/A
07/12/2017	Poor	Council and Democracy	no phone number! I have sight problems	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
07/12/2017	Poor	Myaccount and lagan forms	No point saying 'optional' for phone but returning me back to complete in an 'accepted' format.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s6
07/12/2017	Poor	Homepage	No email address No advice on how to advise on change of car	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
07/12/2017	Poor	Uncategorised	It took me nowhere	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/directories/Directories.html?directoriesPageUuid=1534af9e-fa8b-4a77-8a81-51da11396c98
07/12/2017	Good	Children's Services	Excellent tuition place	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853a84ae7c2872585a74

08/12/2017	Poor	Myaccount and lagan forms	There are no details for my address for bin collection dates. You are charging me a lot of council tax - but you don't collect my bins regularly and website isn't update with my details.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y
08/12/2017	Poor	Myaccount and lagan forms	Unable to select a location to report a problem with offensive graffiti due to poorly constructed UI	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTREPORT
08/12/2017	Average	Council and Democracy	Hard to find how to complain about vermin infestations.	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/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
08/12/2017	Poor	Council Tax and Benefits	NO INFORMATION ON SPDR!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount.html
08/12/2017	Poor	Council Tax and Benefits	You cannot get to the form to complete and if you do it uses a sending site you cannot get into to send	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.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
08/12/2017	Poor	Children's Services	The information requested on some pages was not clear (whose details are supposed to be filled in. eg. additional agencies details? Where were contact details about referrer supposed to be filled in?)	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/children-young-people-and-families/forms/Universal-Plus-Form.html
08/12/2017	Good	Highways	The details are accurate.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/stopping-up-of-highway.html
08/12/2017	Poor	Search	I just want to order some bins and there is no link or easily found information about how to do this.	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/search.html?keywords=New+bins&resultsPerPage=10&page=4
08/12/2017	Poor	Myaccount and lagan forms	Address search does not work on mobile device	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
08/12/2017	Poor	Myaccount and lagan forms	Nothing shows up	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/my-account/council-tax.html
08/12/2017	Poor	Council and Democracy	Getting the site you want is not very good	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
08/12/2017	Poor	Council and Democracy	i am looking for your tel number	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
08/12/2017	Poor	Highways	Provides no telephone numbers . Barnet Council are terrible	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html

08/12/2017	Poor	Myaccount and lagan forms	It can't be hard to have bin collection dates online but no...	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
08/12/2017	Poor	Myaccount and lagan forms	could not give me my bin collectiion date	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
08/12/2017	Poor	Myaccount and lagan forms	doesnt work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login
08/12/2017	Good	Children's Services	Clear	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/specialist-education-in-the-local-offer.html
08/12/2017	Poor	Myaccount and lagan forms	multiple errors fed up!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequestform
09/12/2017	Good	Council Tax and Benefits	To keep good track record of payments and sending itemised monthly bill and rreceipts either by email or post.	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=cf44be20-9421-4a0c-a62c-6afcb39d852d
09/12/2017	Poor	Myaccount and lagan forms	There was no opportunity to add any explanation. it was just two yes/no buttons	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTMISSBIN
09/12/2017	Poor	Myaccount and lagan forms	Unable to submit complaint. Also specific problem not included in alternatives, namely, massive tree branch snapped off plane tree lying on pavement for last month. Closest I could get to it was litter problem, then got usual info about street cleaning/bin emptying.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&nextSection=Y
09/12/2017	Poor	Myaccount and lagan forms	The justification for not submitting a missed bin collection is that a hanger is on the bin. This does not deal with the fact that none of the reasons are ticked on the hanger. The contents of the bin were correct, the bin was in the correct location, the weight was no different to any previous collection, the bin was not over filled. I would note that there were numerous bins left on Greenway today. Please organise for the green bin to be collected from 53 Greenway N20 8ET.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN
09/12/2017	Poor	Highways	it is NOT user FRIENDLY. YOU know that already. CEDRIC ISAAC	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Report-a-problem-service-commitments.html
09/12/2017	Poor	Highways	IT IS RUBBISH DEVELOPED BY AN NVQM*****		https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Report-a-problem-service-commitments.html

09/12/2017	Poor	Myaccount and lagan forms	28 January is a Sunday not a Saturday.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
09/12/2017	Poor	Myaccount and lagan forms	The page could not give Me the information which was designed for very disappointed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
09/12/2017	Good	Council Tax and Benefits	Very Good	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
09/12/2017	Poor	Myaccount and lagan forms	The information regarding the collection of Blue/recycling bins from Corringham Road is NOT CORRECT! The collection day is NOT THURSDAY of each week - these bins are collected on Friday each week. Perhaps you might like to get the incompetent idiot who has continued to display thus Erroneous information to correct it. RECYCLING BINS IN CORRINGHAM ROAD ARE COLLECTED ON FRIDAYS - Not THURSDAYS! Well done Barnet - you continue to show your amazing ability to provide unreliable information to your Council Tax paying residents.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
10/12/2017	Average	Council and Democracy	The section that asked me "are you the customer?" was followed by sub-heading: "or are you writing on behalf of someone else?" - These two questions on top of each other is confusing as I didn't know what I was saying yes/no. Bearing in mind I'm filling this out on my phone so clickable links seem different and less noticeable than on a computer.	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/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
10/12/2017	Poor	Myaccount and lagan forms	I am reporting a missed bin collection. I have logged in and gone through all the bureaucratic stuff. But without giving you any details of the missed collection you ask me to submit the complaint. All you have asked is: was it my bin? You don't know or seem to care what bin collection has been missed (I have four bins, all collected at different times and on two different days). How can I have any confidence that you are going to take any action at all? Or are you going to send all collection vehicles on the off-chance?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTMISSBIN
10/12/2017	Poor	Council and Democracy	ITS SUNDAY THE ROADS HAVE NOT BEEN GRITTED AND THERE IS NO ONE TO LET KNOW ABOUT IT. SHAMEFUL	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/council-and-community/contact-details-for-customer-facing-departments.html

10/12/2017	Poor	Myaccount and lagan forms	looking for next actual green day. does not give that	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
10/12/2017	Poor	Myaccount and lagan forms	This page doesn't actually tell me the bin collection date. I can put in my address, but then it just sits there.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
10/12/2017	Poor	Highways	this means nothing! tell people what to do as they have no common sense!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/clearing-snow-and-ice-from-public-footways.html
10/12/2017	Poor	Highways	I	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-1-gritting-routes.html
10/12/2017	Poor	Schools Information	The email address doesn't appear to be working. Two attempts to get information re the role of schools admissions Panel Member have resulted in me receiving an error message .	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/schools-and-education/schools-and-colleges/School-Admissions-and-Exclusion-Panel-.html
10/12/2017	Good	Children's Services	First time I've used it	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Universal-Plus-Form/About-the-child.html?mgnlFormToken=15dd5cbf-0883-4515-90b7-bf6de2a0a3f1
10/12/2017	Poor	Highways	Load of t***. No pavement has been gritted.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-1-gritting-routes.html
10/12/2017	Poor	Highways	No phone number to report snow and ice weekend.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html
10/12/2017	Poor	Libraries	didn't answer the (simple) query i wanted to answer	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/libraries/local-studies-and-archives.html
10/12/2017	Poor	Highways	I live in Bedford avenue which is a prioregistered 1 road and we have not seen a gritting lorry all day so the information on this website is inaccurate	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-1-gritting-routes.html
10/12/2017	Poor	Schools Information	No relevant information at all	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/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a07&view=true

11/12/2017	Poor	Search	NO INFO ON SCHOOL CLOSURES!!!!!!	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/search.html?keywords=Is+Friern+Barnet+School+open
11/12/2017	Poor	Schools Information	No school closure link!	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/schools-and-education/schools-and-colleges.html
11/12/2017	Average	News	The colour used for the website is too pale and just different shades of the same colour. Old news comes up when searching a question , I searched about fee free parking near Christmas and 2012-2013 came up first ! Had to re-enter for this year again. Not helpful if Barnet is trying to help small struggling business . Another council website I asked the same question came up readily and was easy to read because of the colour used.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://barnet.gov.uk/citizen-home/news/Free-parking-every-weekend-this-December.html
11/12/2017	Poor	Planning & Building Control	Timed out and lose all filled data	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/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/3-Address-of-application-site.html?mgnlFormToken=ca1e416b-ee2d-4d1d-be6f-eb4ba179b9f5
11/12/2017	Poor	Business	no invoice address given	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/business/forms/Apply-for-a-commercial-waste-agreement/3-Invoice-address.html
11/12/2017	Poor	Myaccount and lagan forms	This website will not allow me to access my account.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/erroruduplicaterequest.htm
11/12/2017	Good	Freedom of information	street base not updated	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2017-11-24&caseId=4039896&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa
11/12/2017	Poor	Parking	There was an option to enquire about cpz parking zones. Phoned it...got taken through about 7 switch board options then just got cut off. Contacting council for information should not be so long winded, difficult and ultimately unproductive. Still no answer to my Qm	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/saracens-event-day-cpz.html
11/12/2017	Poor	Highways	No support for disabled council tenants who live alone ??????	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance.html
11/12/2017	Poor	Registrars	I cant mak e appointment to check nutrlasationm	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html

11/12/2017	Poor	Council Tax and Benefits	An unnecessary step in the process	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html
11/12/2017	Poor	Myaccount and lagan forms	cannot login - have reset password 3 times but still cannot login	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm
11/12/2017	Poor	News	Details about Christmas refuse collection are for last year. I need to know about this year!	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/news/Christmas-waste-and-recycling-collection-dates0.html
11/12/2017	Poor	Highways	There is no general page where one can complain about services. I live off St Albans Road,. today, after the snowfall, the pavements are completely impossible to walk on. ~The roads are also pretty bad. But for pedestrians it is impossible to walk on the pavements. For the elderly this makes it impossible to go out and get food, etc. Today it took me 30 mins for what was usually a 10 minute walk to the supermarket - and most of the time I had to walk on the road. For my return journey with a shopping bag I had to call for a taxi. There are many elderly people in the area (including me) and many of them must be like me stuck in their homes and with a freeze threatened unable to get out and get some food. Why have you not gritted the pavements - or any of the roads?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html
11/12/2017	Average	Highways	can our. flats get gritted or have a bin?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance.html
11/12/2017	Good	Highways	It clearly displayed the information I needed so saved me a phone call but it's not what I wanted to hear.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-2-gritting-routes.html
11/12/2017	Poor	Myaccount and lagan forms	Arghhhhhh	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4
11/12/2017	Poor	Myaccount and lagan forms	I don't want a bin I just want the damn bags	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&section=BNT_Additional

11/12/2017	Good	Council Tax and Benefits	Very 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=fa93d588-9282-4580-aae9-7ee78d5d3986
11/12/2017	Poor	Myaccount and lagan forms	No action has been taken following my report!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm
12/12/2017	Average	Highways	good Public relations excercise. Yesterday the Sunrise radio was having a debate why is London coming to a stand still just due to one day's snow./ Where is the money we pay in taxes distributed? Is is wasted or wisely used ? Why schools close due to such snow ? why such a big loss to christmas shopping traders ?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance.html
12/12/2017	Poor	Myaccount and lagan forms	Why do we have to log in to report issues!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login
12/12/2017	Poor	Registrars	No answer when calling so have to complete a form in time of loss and sadness is not acceptable	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036
12/12/2017	Poor	Parking	I cannot get through to speak to a human being on the number stated on this web site. It disconnects when you want to speak to an advisor. This is a very poor service	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
12/12/2017	Poor	Myaccount and lagan forms	Does not work easily on phones	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNMISBIN
12/12/2017	Poor	Myaccount and lagan forms	I	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
12/12/2017	Poor	Myaccount and lagan forms	very disappointed with barnet behaviour on taking care of people	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNMISBIN
12/12/2017	Poor	Council and Democracy	FOR GOD SAKE I EXIST SO WHY IS MY ADDRESS INVALID?	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/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
12/12/2017	Poor	Waste & Recycling	Find a way to answer my question - all I get is a recorded message which doesn't get anywhere near my 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/household-waste-and-recycling-bin-collections/brown-bin.html

12/12/2017	Poor	Council Tax and Benefits	I don't know what the form wants in the boxes in this form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa
12/12/2017	Poor	Myaccount and lagan forms	The missed bin collection page doesn't work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNMISBIN
12/12/2017	Poor	Parking	I set up a reference for buying visitor vouchers in November 2016 but on trying to purchase further vouchers you now need all extra information. Why of why can you not keep things simple all this setting up another count is really annoying.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
12/12/2017	Poor	Children's Services	The link for childminders list doesn't work as it says that the page has not been configured properly and the connection is not secure	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/children-young-people-and-families/childcare.html
12/12/2017	Poor	Council Tax and Benefits	Will not let me submit information about change of address. Does not recognise post codes or addresses entered manually. Does not accept date of moving.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d
12/12/2017	Poor	Waste & Recycling	the check your next garden waste collection date link just brought me back to the same place i.e. an infinite loop	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/christmas-waste-and-recycling-in-barnet.html
12/12/2017	Poor	Council Tax and Benefits	Why does this page not tell me who is eligible for applying for this?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html
13/12/2017	Poor	Council Tax and Benefits	make your website work!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Question-about-my-benefit-letter/4-About-your-enquiry.html?mgnlFormToken=f772a6c3-d60c-45f1-a214-1113ccd3e9b6
13/12/2017	Poor	Council and Democracy	there is no telephone number	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
13/12/2017	Poor	Myaccount and lagan forms	Why will it not load... its making things very hard to pay a bill	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm

13/12/2017	Good	Myaccount and lagan forms	everythings	Thank you for your comments.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
13/12/2017	Good	Business	imprivwd search function, I had to go to two pages before I found what I needed.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=38a667e3-856c-4a28-a035-bfca565422ec
13/12/2017	Poor	Council and Democracy	cant get hold of anybody terrible service.just want to know when binns are being collected	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/council-and-community/contact-details-for-customer-facing-departments.html
13/12/2017	Good	Council Tax and Benefits	User friendly Self explanatory	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=fa93d588-9282-4580-aae9-7ee78d5d3986
13/12/2017	Poor	Myaccount and lagan forms	There are no easy to find contact phone numbers. You just go round in circles and basically give up.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm
13/12/2017	Poor	Myaccount and lagan forms	dosent work cant get into anything	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
13/12/2017	Poor	Adults and Communities	Been made to awkward to find anything, just time wasting and certainly not set up to make it easy for people to use	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/adult-social-care/forms/Disabled-Persons-Freedom-Pass.html
13/12/2017	Poor	Council and Democracy	no information about illegal parking and who we can contact.	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
13/12/2017	Poor	Myaccount and lagan forms	User friendly? i think not	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
13/12/2017	Good	Waste & Recycling	You do not state if black plastic food trays are acceptable for recycling.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/what-happens-to-your-recycling.html
13/12/2017	Good	Adults and Communities	HI I JUST WANT TO SAY THAT I REALY LIKED THE WAY YOU DEPARTMENT DEAL WITH THE APPLICATION FORM.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca

13/12/2017	Poor	Myaccount and lagan forms	Dear Sir/Madame, I have been trying to register myself to your system since August 2017 but I regret to say that nobody is taking care of my neither messages nor written complaints. Last time on 11 December 2017 I made the same enquiry through Barnet Council "Enquiry Office Memorandum". I kindly request you to respond to my letter dated 11 December 2017 handed over to your "customer information desk at the second floor" of Barnet Council High Road office. Kind regards, N**** C*** A****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccess/live/selfservice/error/duplicate/request.htm
13/12/2017	Poor	Myaccount and lagan forms	Does not list possible criminal activities by parking enforcement officers taking monetary bribes by a certain hair dressers in East Barnet rd, near Sainsburys shop who leave vehicles parked on double yellow lines most of the day and also on the pavement!!! Causing traffic problems!! Both an offence but clearly getting away with it!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y
13/12/2017	Poor	Libraries	It is very difficult to figure how to do what you want to	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/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=444710690.1513194530
13/12/2017	Poor	Highways	Load of nonsense. High Rd n2 not gritted, no pavements gritted until after ice and snow had melted. Bus routes not gritted. But am told Hampstead Garden Suburb roads were gritted so that makes us all happy	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/Winter-Maintenance/priority-1-gritting-routes.html
13/12/2017	Good	Council Tax and Benefits	Easy to use.	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=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf
13/12/2017	Poor	Homepage	Need to provide clear way to apply for jobs	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
14/12/2017	Good	Registrars	Good	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/giving-notice-of-a-marriage-or-civil-partnership.html
14/12/2017	Poor	Myaccount and lagan forms	GET IT RIGHT- TOO OFTEN THE SITE DOESN'T RECOGNISE OUR POSTCODE OR CAN'T GIVE INFORMATION ABOUT OUR POSTCODE	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR OLDATE

14/12/2017	Poor	Search	Doesn't tell me what I need to know, it's general page so I need to call and that takes you round the houses	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/search.html?keywords=Bin+not+collected+
14/12/2017	Poor	Myaccount and lagan forms	There is no way to report missing bin collection without going through irrelevant registration process	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/login.htm
14/12/2017	Poor	Council Tax and Benefits	Trying to RENEW my single person discount but this is not an option? When entering the date I bought the property 31 May 2007 - it states INVALID? Could you please ADD THE OPTION TO VALIDATE RENEWAL of SINGLE PERSON DISCOUNT. The form is useless without this. Thanks	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa
14/12/2017	Poor	Council Tax and Benefits	One of the slowest websites I have come across.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d
14/12/2017	Poor	Council Tax and Benefits	I have been trying to pay my council tax in the last 15 min. however I am not able to select the council tax account on the forms page! This website has really poor maintenance!!! I am going to pay my council tax when you improve and fix your website, otherwise I am not going to waste my time again! It is very annoying to keep refresh the page and is still not working; from now on I am not going to try more than once to pay my council tax if your website is not working.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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=1238966447.1476087993
14/12/2017	Poor	Council Tax and Benefits	Your page is not working properly as usual! Really poor maintenance!! I can't pay my council tax!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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=1238966447.1476087993
14/12/2017	Poor	Council Tax and Benefits	I need a number to call, information here is not useful!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
14/12/2017	Poor	Council Tax and Benefits	When logged in, Screen won't let me input my account number.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=22.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=911461472.1513254856
14/12/2017	Poor	Homepage	I		https://www.barnet.gov.uk/citizen-home

14/12/2017	Poor	Children's Services	very bad call center	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/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853684ae7c287258573e
14/12/2017	Poor	Homepage	22		https://www.barnet.gov.uk/citizen-home
14/12/2017	Poor	Council and Democracy	i took less than 20 minutes but it said i took more and now i have to redo this again	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/Civic-Awards-Nomination-Form-2018.html?mgnlFormToken=509c2904-5e1a-4909-8f2c-c761534f5891
14/12/2017	Average	Council Tax and Benefits	Good	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/email-receipt.html?mgnlFormToken=7903a248-c540-4866-986a-8fcb6d774fab
14/12/2017	Average	Myaccount and lagan forms	Cumbersome to use. I knew that you had a specific section to report a broken bin, but a search brings up numerous hits - too many to scroll through. It's the same whatever you search for.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNNEWBIN
14/12/2017	Poor	Parking	every time I try to use this site its useless. permits for residents should be free!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
14/12/2017	Poor	Myaccount and lagan forms	The title just says ?manage my council tax? but the page only has ?rare this page? and then my ?sitemap? options at the bottom!	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/my-account/council-tax.html
14/12/2017	Good	Council Tax and Benefits	quick and simple	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=fa93d588-9282-4580-aae9-7ee78d5d3986
14/12/2017	Poor	Registrars	The layout of the page and the high cost of just passport check service for an application that is already paid for.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/eea-pr-checking-service.html
14/12/2017	Poor	Search	Too difficult to find times of local councillor surgeries. When searched irrelevant info came up	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/search.html?keywords=Councillor+surgery+in+mill+hill

14/12/2017	Poor	Council Tax and Benefits	I kept getting the error message with no instruction when I tried to set up a direct debit Modulus check has failed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14
15/12/2017	Good	Adults and Communities	Its simple and easy to use	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca
15/12/2017	Poor	Myaccount and lagan forms	Incorrect collection days	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
15/12/2017	Poor	Myaccount and lagan forms	Failure to send me a link to reset password	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
15/12/2017	Poor	Registrars	If someone from overseas is wanting info on family history, your setup refuses Intl numbers. So how does one get in contact?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/2-Personal-Details.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036
15/12/2017	Poor	Myaccount and lagan forms	unable to input data	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
15/12/2017	Good	Council Tax and Benefits	Easy to use	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=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf
15/12/2017	Poor	Registrars	Do you have Passport Checking Service, you need to add this information on that web page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/citizenship-and-nationality/nationality-checking-service.html
15/12/2017	Poor	Parks	No mention of Mill Hill Bowling Club, the largest facility in the Park and certainly the oldest	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/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584aaf

15/12/2017	Poor	Myaccount and lagan forms	This page stated that no Bin Collection Dates could be found for our address! Having been resident at this address for over 30 years and having had no problems in the past when checking dates there MUST be a problem with the web site but no indication of this! In future, a statement explaining that a problem exists and enquire later would be helpful.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
15/12/2017	Good	Council and Democracy	First time user will need patience to go through the overload of detail but having persevered it will be more user friendly if needed again. I am retired so have the time, can't imagine busy residents could apply that much time to what should be a straightforward process.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
15/12/2017	Poor	Council Tax and Benefits	None of the pages I need to use work properly! I am trying to sign up and register to pay council tax as I am moving into the borough very shortly. You have made it impossible! It is very hard to know what to do to resolve the matter. Not impressed.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
15/12/2017	Poor	Myaccount and lagan forms	it's not the first time I'm having trouble paying my council tax online because your website is not working...I am not paying the council tax until you fix this!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm
15/12/2017	Poor	Waste & Recycling	no dates given for green bin collection when clicked on the link.	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/green-bin.html
15/12/2017	Poor	Myaccount and lagan forms	no point in having a page to tell when the next collection is if it does not work	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
15/12/2017	Poor	Schools Information	No	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/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a07&view=true
15/12/2017	Poor	Freedom of information	Provide the answer which you tease	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/foi-requests?caseDate=2016-09-22&caseId=3047796&_pecid=c898e592-6d05-48e6-9f38-6ee49eda3faa

16/12/2017	Good	Council Tax and Benefits	Progression is clear and I appreciate the fact that email confirmation will be sent.	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=fa93d588-9282-4580-aae9-7ee78d5d3986
16/12/2017	Poor	Libraries	I thought it went to readers' addresses	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/libraries/mobile-library.html
16/12/2017	Average	Myaccount and lagan forms	One part of the page says no green bin collections for 6 weeks, the search part says there will be a collection on 23 Dec.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
16/12/2017	Average	Myaccount and lagan forms	Green waste collection shown as 30/Dec but link states 28 Jan!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
16/12/2017	Poor	Libraries	This info used to be saved	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/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=1292904048.1512470099
16/12/2017	Poor	News	Dates - Why not also Saturday 16 December??	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/news/Council-offers-some-free-parking-for-the-Christmas-rush.html
16/12/2017	Poor	Myaccount and lagan forms	It should give specific dates for collections over Christmas, and in particular when the green bin starts again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
16/12/2017	Poor	Council and Democracy	Did not give sufficient time to complete the form.	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/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
16/12/2017	Poor	Myaccount and lagan forms	Trying to find the actual date my green bin will be collected next. No use telling me you'll start collecting green waste generally on January the 28th when you only collect fortnightly. That could be the 3rd or the 10th of Febuary.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
16/12/2017	Poor	Myaccount and lagan forms	Looking for Christmas/New Year collection dates and am given normal dates	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
16/12/2017	Poor	Myaccount and lagan forms	All I wanted to do was report uncollected bin again	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/erroruplicaterequest.htm
16/12/2017	Poor	Homepage	No postal address	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
16/12/2017	Poor	Search	No postal address	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/search.html?keywords=Address

16/12/2017	Poor	Council Tax and Benefits	Council Tax: I cannot understand why you do not ask about the property being vacated, only asking for a forwarding address. How am I supposed to say I want the bills there to stop? Why can't I phone you?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html
16/12/2017	Poor	Myaccount and lagan forms	The website is so slow and unappealing compared with your previous one.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
17/12/2017	Good	Libraries	Opening times to be added. Self service times and staff time can be difficult to understand	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html
17/12/2017	Poor	Myaccount and lagan forms	My house, *** c**** s***, N** **E is listed as being in the borough of enfield. Its in Barnet as thats who I pay my council tax to. This is a recent change to your website.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
17/12/2017	Poor	Myaccount and lagan forms	I put down my postcode and there is no button to click to continue.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
17/12/2017	Poor	Council Tax and Benefits	I've been trying all week to pay my council tax! I AM NOT ABLE TO SELECT THE COUNCIL TAX ACCOUNT NOR TO TYPE IT BY HAND in order to submit the form!!! Will you fix this page??? This is not the first message regarding the poor maintenance of the page!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=54.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1238966447.1476087993
17/12/2017	Poor	Council Tax and Benefits	Your information appears to be misleading. I have it in writing that barnet housing will NOT give face to face assistance at Barnet house and have been told to go to citizen's advice instead.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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/advice-surgeries-and-first-contact-points.html
17/12/2017	Poor	Myaccount and lagan forms	it doesn't continue to allow a specific request, ie useless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTN EWBIN&prevSection=Y
17/12/2017	Poor	Myaccount and lagan forms	it says that green bins collected 30.12.17 and on same page says suspended!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
17/12/2017	Poor	Council Tax and Benefits	J****		https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html
17/12/2017	Poor	Council Tax and Benefits	My council tax number does not appear in the drop down list.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=88.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax

17/12/2017	Good	Libraries	Really goid	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html
17/12/2017	Poor	Libraries	stop screwing with our libraries you tory wankers	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/libraries/library-opening-times.html
18/12/2017	Poor	Myaccount and lagan forms	UNABLE TO FIND WASTE COLLECTION DATE	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
18/12/2017	Poor	Myaccount and lagan forms	Nothing happens. No reply and IT department do not respond. Cannot access account.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
18/12/2017	Poor	Parks	I'm pretty sure there is a cafe here. Not mentioned. Opening hours would be great too.	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/directories/Directories?view=true&_peclid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a8a
18/12/2017	Average	Council and Democracy	A lot needs to be done on your website. Not sure you can do it. Try checking merton council website as well as their system and just copy and paste. your services are nothing short of being termed as horrible	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/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
18/12/2017	Poor	Homepage	I need the phone number.	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
18/12/2017	Average	Waste & Recycling	Hello - have you watched Blue Planet on the BBC? Please can you provide a section where resident can report local business who has no recycling policy or doesn't recycle! Its no excuse for anyone not to recycle! Thank You, G*** M; 078*****	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.html
18/12/2017	Poor	Myaccount and lagan forms	I hate HATE the fact that Barnet does its level best NEVER to let you speak to its employees, relying on the website and its various iterations like the ridiculous Planning Portal.... my god who came up with that? Basically human contact Good. Internet BAD.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN
18/12/2017	Poor	Children's Services	Trying to do a basic job search. links are not clear	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/children-young-people-and-families/join-family-services-workforce/vacancies.html
18/12/2017	Good	Myaccount and lagan forms	None	Thank you for your comments.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4
18/12/2017	Poor	Search	Am told by phone to search 'new nin' if I need a replacement. Not good advice...	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/search.html?keywords='replacement+bin'

18/12/2017	Poor	Council Tax and Benefits	Shouldn't there be a 2017-18 LCTS scheme?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-scheme.html
18/12/2017	Poor	Myaccount and lagan forms	Your web sight still cannot find my bin collection days. This is the 3rd time I have complained, and despite you phoning me to find out what was wrong, still the same fault is there.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
18/12/2017	Poor	Myaccount and lagan forms	The information contradicts itself! Is there a green bin collection on 30 December or isn't there?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
18/12/2017	Poor	Libraries	Systems down	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/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=834996916.1452260658
18/12/2017	Poor	Council and Democracy	The phone number is non connecting / out of service perhaps, no info just a dead ring tone	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
18/12/2017	Poor	Myaccount and lagan forms	The information it gives is contradictory. I still have no idea if my green bin will be collected on 23 December. The service failed to collect a week ago because (apparently) the snow froze the contents of the bins and they could not be tipped out. Either way, the current information now given is contradictory. You need to make things much clearer.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
18/12/2017	Poor	News	Information incorrect. Rubbish was not collected from Puller, Sebright or Calvert Road Suggestion to keep bins outside merely clogged up already difficult to traverse narrow roads	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/news/Winter-Weather-updates.html
18/12/2017	Poor	News	Low class	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/news/Council-gets-tough-on-littering-and-flytipping-to-keep-Barnet-clean-ov...html
18/12/2017	Poor	Council Tax and Benefits	I cant use the payment system it redirects me to a empty website please do something with it ASAP	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
18/12/2017	Poor	Myaccount and lagan forms	Already complained about this page but trying it again to see if it's been corrected but not yet!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
18/12/2017	Poor	Myaccount and lagan forms	after 2 years of trying i am still unable to create a council tax account	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/my-account/council-tax.html?enrol
18/12/2017	Poor	Myaccount and lagan forms	Didn't work	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/register.html

18/12/2017	Poor	Myaccount and lagan forms	Trying to report a problem, keeps saying it's not in Barnet council's area - IT BLEEDIN' IS - sort it out!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTREPORT
18/12/2017	Poor	Council Tax and Benefits	Phone number difficult to find & is wrong number	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
18/12/2017	Poor	Myaccount and lagan forms	A few days ago I submitted a complaint that the bins in my road were not emptied at all last week and the recycling was a day late the week before, but when logged on the following day there was no record of the complaint. The reference number is 101*****1. S***n M****a	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm
19/12/2017	Poor	Myaccount and lagan forms	The collection of green bin is said to be suspended from 17 Dec, whilst the next collection date is listed as 21 Dec.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
19/12/2017	Poor	Myaccount and lagan forms	Green bin collection is said to be suspended from 17 Dec, but next collection is listed as 21 Dec???	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
19/12/2017	Average	Registrars	It would be helpful to have travel/parking details for the cemetery.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations
19/12/2017	Poor	Myaccount and lagan forms	The website is extremely slow	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&_flowExecutionKey=e1s2
19/12/2017	Poor	Myaccount and lagan forms	Unnecessary to enter email address so many times esp when already logged in! UX needs some work Really poor speed. E.g.Searching for address by postcode about 10s. Submitting a form took about 15s	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT
19/12/2017	Poor	Myaccount and lagan forms	I'm checking green bin collections. On the same page you tell me that my next collection is on 30.12 but you also tell me that there are no green bin collections until 28.1.18. Which info is correct?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
19/12/2017	Poor	Search	Impossible to refine the search. Whatever you put in thousands of possibilities are thrown up	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/search.html?keywords=footway+obstructions&resultsPerPage=10&page=2
19/12/2017	Poor	Parking	where is the link for video evidence for pcn	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
19/12/2017	Poor	Homepage	mish mash format cheap and nasty.	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

19/12/2017	Poor	Myaccount and lagan forms	cannot get to account and isn't user friendly	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
19/12/2017	Average	Myaccount and lagan forms	The flats for a specified postcodes cannot be found. also the website is not responding	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
20/12/2017	Poor	Business	There no way of getting hold of somebody. No number is working for out-of-office hours. I try to get somebody to come and stop the big party that is somewhere in the house.	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/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5
20/12/2017	Poor	Myaccount and lagan forms	should be able to fill in multiple names. Our property is registered in two peoples names. We can only fill our one persons name on the form	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&_flowExecutionKey=e1s2
20/12/2017	Poor	Council and Democracy	NOT ENOUGH TIME TO COMPILE MY COMPLAINT..DUE TO MY AGE AND TYPING SPEED	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/Comments--compliments-and-complaints/8-Complaint-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
20/12/2017	Poor	Children's Services	This was supposed to tell me about the DAF and I can't find the information I need.	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/children-young-people-and-families/childcare.html
20/12/2017	Poor	Search	Answers to specific questions. Search for "New bin" elicited 15,000 listings. Impossible to search!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://barnet.gov.uk/citizen-home/search.html?keywords=New+bin
20/12/2017	Poor	Waste & Recycling	Not useful information	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
20/12/2017	Poor	Adults and Communities	uploading is optional but won't allow me to proceed with application if I CHOOSE not to upload	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/Disabled-Persons-Freedom-Pass/Photographs-proof-of-identity-and-address.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca
20/12/2017	Poor	Myaccount and lagan forms	Doesn't work!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/introduction.aspx?iparams=VFtZ1EA9mIWojmoN645vXXfzJW/ga/uv4DmPhp/fYKk=

20/12/2017	Poor	Myaccount and lagan forms	In seeking to simplify your language, you have made it generic and open to misinterpretation. I for example ticked that I wanted to be linked to housing applications, because I have made an application for prior approval under the new planning scheme, it was only later that I realised this was for seeking actual housing.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm
20/12/2017	Poor	Parking	eat me	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
20/12/2017	Poor	Myaccount and lagan forms	Too difficult to use, not clear whether details have been submitted	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm
20/12/2017	Poor	Registrars	Need details on how to apply for a municipal funeral, what happens after, how involved can the family be etc	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/funerals.html
21/12/2017	Poor	Myaccount and lagan forms	I am trying to order a food waste bin as we just move to this house (we need the little caddy and the big one to put outside) and cannot get pass the personal details page.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTN_EWBIN&section=BNT_BinRequest
21/12/2017	Poor	Parking	I HAD TO PAY BY POST AS YOUR WEBSITE WOULD NOT RECOGNIZE MY PCN NUMBER BT96*****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
21/12/2017	Poor	Myaccount and lagan forms	It does not allow me to type the date of the missed bin collection and does not process my request	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNT_MISSBIN&nextSection=Y
21/12/2017	Poor	Myaccount and lagan forms	There does not seem a link to allow the page to recognise the collection bin dates of my address with the fact that it can recognise my address and postcode. This problem stopped the progress of my report of a missed collection bin. I noticed the same problem on other pages of this site	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNT_MISSBIN
21/12/2017	Poor	Myaccount and lagan forms	i am not able make payments through website any more since was change . is much more worse . not happy with this at all	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm
21/12/2017	Poor	Council Tax and Benefits	I have been living in this house since 2005, my wife was the account holder, but she moved out. The form does not allow me to accurately reflect this, or add additional explanatory notes	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf

21/12/2017	Poor	Council Tax and Benefits	I want to report that I will need single persons council tax reduction and only get a list of options regarding benefits and then get thanked for phoning Barnet Council and get cut off! Very helpful!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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-how-to-claim.html
21/12/2017	Poor	Council and Democracy	Cant fill the form as it keeps returning to main page. Is this a ploy to stop people complaining.	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/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
21/12/2017	Poor	Council and Democracy	usless	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/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
21/12/2017	Poor	Myaccount and lagan forms	Stupid page is missjnf	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/login.htm
21/12/2017	Poor	Myaccount and lagan forms	This page contradicts the revised Christmas schedule page so as clear as mud !!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
21/12/2017	Poor	Myaccount and lagan forms	WRONG INFORMATION	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
21/12/2017	Poor	Myaccount and lagan forms	I expected to receive an email immediately, allowing me to change my password. After waiting for 10 minutes or so, I phoned 020 8359 3155 and was politely advised that I should wait 24 hours before expecting the email. My suggestion is that you advise users of this page that they may have to wait 24 hours for the email to reset their password.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
21/12/2017	Poor	Council and Democracy	ive tried to find your customer access strategy and digital inclusion strategy - i can find committee reports but not the strategies	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/policy-and-performance/customer-service-standards.html
21/12/2017	Poor	Council Tax and Benefits	The web page is buggy. I am signed in, and my account number does not appear in the pull down. I cannot enter it manually. Basically the bugs are preventing me from being able to pay my council tax online.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=175.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=2145417774.1513805039

21/12/2017	Poor	Waste & Recycling	Cannot see 2018 dates for green waste recycling	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
21/12/2017	Poor	Myaccount and lagan forms	Requesting a new password and received nothing (checked junk). I checked the password by re-registering (which obviously claimed that the email was already in use).	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
21/12/2017	Average	Waste & Recycling	The link for the interactive map is dead. More importantly, please can you include more Barnet-specific information. I sometimes hear neighbors saying they don't bother recycling because they don't believe it really gets sorted and recycled. It would help if this page had more concrete proof that it does.	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/what-happens-to-your-recycling.html
22/12/2017	Good	Children's Services	20 minutes may not be enough time . i did but in 25. unless it allows you to continue once you have started.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Universal-Plus-Form/Email-receipt.html?mgnlFormToken=15dd5cbf-0883-4515-90b7-bf6de2a0a3f1
22/12/2017	Poor	Highways	Where is full post code	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Highways team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584df2&view=true
22/12/2017	Poor	Regeneration	Stop the demolition of people's homes	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/regeneration/west-hendon.html
22/12/2017	Poor	Parking	No link specific for appealing PCN	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
22/12/2017	Poor	Myaccount and lagan forms	The simple details I filled in were rejected several,times. When finally accepted the confirmation page showed only 'error'. Waste of time. Useless. Impossible to register.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=866415a04c298152
22/12/2017	Poor	Council and Democracy	Can't find any phone numbers	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
22/12/2017	Average	Children's Services	Which year is these meetings for?	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/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html

22/12/2017	Average	Registrars	Not sure	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html
22/12/2017	Average	Myaccount and lagan forms	Not clear when my Xmas collections will be	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
22/12/2017	Poor	Myaccount and lagan forms	What a load of rubbish - the map should clearly articulate Barnet's bounbdary to stop wasting people's time.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT
22/12/2017	Poor	Council Tax and Benefits	It kept rejecting items so that I timed out and had to start all over again.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/5-Declaration.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986
22/12/2017	Poor	Parking	I want to contact the council via email regarding a parking permit issue. Why don't you display an email address??? This is a problem across other council services.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
22/12/2017	Poor	Myaccount and lagan forms	The dates for all waste collections are incorrect, wrong collection area. Previously called about this and was told it would be corrected.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
22/12/2017	Poor	Search	Nothing that answers my question.	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/search.html?keywords=Neighbour+parking+illegally
23/12/2017	Poor	Waste & Recycling	Needlessly complicated and information not up to date/ easily searchable.	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
23/12/2017	Poor	Myaccount and lagan forms	There is a direct contradiction between the dates obtained via the postcode and those provided for the Christmas period.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
23/12/2017	Good	Business	#NAME?	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/business/commercial-property-for-sale-and-rent.html

23/12/2017	Poor	Myaccount and lagan forms	Hi I have written this 3times page easily goes..that's one comment can be improved...i'll start again....:) second comment ...I cannot find a field for obstructions.... so that is my suggestion..have to use this page to report problem... there is a pole in the middle of pavement you have to walk around..which means babies in buggies and mobility cars have to walk and ride in the road with traffic... it is outside old Barnet college bus stop..... it says on pole sat 8am til 6.30pm....bus stop code ..Ql... bus route 303 stops there... my email address is her*****@gmail.com..please my I have a reply ...many thanks C****	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&prevSection=Y
23/12/2017	Poor	Environmental Health & Trading Standards	Your site implies that you are only interested in under age sales and rogue traders, not dealing/using drugs on licenced premises, unfair pricing, etc'	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/environmental-health/consumer-advice.html
23/12/2017	Poor	Waste & Recycling	it is 22.50 on sat 23 dec 2017 my next collection should be mon25 dec 2017, the bins are still outside full because you didnt collect them, now on christmas day i will have no where to put my rubbish	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/christmas-waste-and-recycling-in-barnet.html
24/12/2017	Good	Assurance	N/A	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/allowances-and-expenses.html
24/12/2017	Poor	Children's Services	No place showing pricing	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/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853684ae7c2872585715
24/12/2017	Poor	Myaccount and lagan forms	Cannot seem to get back from the T&C page to the page where I'm completing my details to create an account. I'm doing this on my Android phone	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/terms-and-conditions.html
24/12/2017	Poor	Myaccount and lagan forms	Map is useless. Moved red location marker and it keeps moving to incorrect kocation	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&prevSection=Y
25/12/2017	Poor	Libraries	Translate is wrong	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/libraries/find-your-local-library/finchley-church-end.html
25/12/2017	Poor	News	Confusing Where you can park and where you can't	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/news/Council-offers-some-free-parking-for-the-Christmas-rush.html

25/12/2017	Poor	Planning & Building Control	Don't destroy Finchley building	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/planning-conservation-and-building-control/planning-policies-and-further-information.html
26/12/2017	Good	Myaccount and lagan forms	.	Thank you for your comments.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm
26/12/2017	Poor	Libraries	Impossible to reserve library books	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/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=1016668733.1423249205
26/12/2017	Poor	Myaccount and lagan forms	Broken link	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm
26/12/2017	Poor	Myaccount and lagan forms	One bit says the green bin collection is suspended until the end of January and another bit says it is on the 1st January	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
26/12/2017	Poor	Myaccount and lagan forms	I'm unable to find dates for bin collections for 2018.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
26/12/2017	Poor	Council Tax and Benefits	Council tax reference not loading in the form. Cant pay as wont even allow me to type. FAQ page is not found.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=278.0
26/12/2017	Poor	Myaccount and lagan forms	Next green bin collection is in the period when the service is suspended. Unhelpful	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
26/12/2017	Poor	Myaccount and lagan forms	will not recognise my email address in order to log in after registering and receiving a confirmation email from you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm
26/12/2017	Poor	Myaccount and lagan forms	Your system says it cannot find this address on the bin collections - so if I don't pay my Council you won't be able to find me then?. What an absolute rubbish system you have	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
27/12/2017	Poor	Parking	Business car parks not shown on map and too few business car parks	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/car-parks.html
27/12/2017	Poor	Council Tax and Benefits	Pager hardly ever works correctly, it is useless on mobile	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=138.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1108659425.1503658184

27/12/2017	Poor	Myaccount and lagan forms	Conflicting information	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
27/12/2017	Poor	Waste & Recycling	Hi there nobody came to collect the waste rubbish I don't know why you promise and not doing it very bad and disaponting	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/christmas-waste-and-recycling-in-barnet.html
27/12/2017	Poor	Council and Democracy	I?m TRYING TO ORDER SOME CLEAR RECYCLING SACKS. YOUR WEBSITE ONLY HAS A FORM FOR NEW BINS...I DONT WANT A NEW BIN I WANT AND NEED RECYCLING SACKS!!!!, ITS IMPOSSIBLE, THERES NO ONE TO TALK TO, SO I CANT ORDER SACKS...I WILL HAVE TO PUT ALL MY RUBBISH, IN MY GREY BIN!	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
27/12/2017	Poor	Adults and Communities	It seems to be designed to not inform you.	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/adult-social-care/registering-your-disability.html
27/12/2017	Poor	Myaccount and lagan forms	More specific information.	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/my-account/waste-calendar.html?uprn=200120230
27/12/2017	Poor	Waste & Recycling	i would like to know the legal refuse and recycling requirements for block of 5 flats. nothing on this page is clear	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/household-waste-and-recycling-bin-collections.html
27/12/2017	Poor	Waste & Recycling	Previously you have fixed information regarding collections over the Xmas period to the bins - not this year. I have not found it possible to find out when to expect my blue and brown bins will be collected as your Street Scene message Says one day later than usual (i.e. today) and the week starting 8 Jan. I expect better.	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.html
27/12/2017	Poor	Myaccount and lagan forms	Click sign-in once brings me to a page saying I have clicked multiple times. This is wrong and bad design.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm
27/12/2017	Poor	News	I looked on your web for the date of our Christmas refuse collection. Our usual day is Wednesday and so should have been 27th, but your website says it will be 28th. So imagine my surprise when I learned today that the bin men actually came on the 27th. So I've missed it! Why did I bother to look on your website!!! Why can't you keep it up-to-date?	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/news/Christmas-recycling-and-waste-collection-dates-.html

27/12/2017	Poor	Myaccount and lagan forms	Trying to find out the next date for green bin collection after Christmas. Have tried several different pages - only message says service is suspended til end of January.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
27/12/2017	Good	News	Would of been nice to have been informed of this but at least i could find the details on here	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html
27/12/2017	Good	Council and Democracy	Good website. A telephone contact number that's easily accessible would be a good improvement. It's better to deal with people than online options.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
27/12/2017	Poor	Myaccount and lagan forms	The information given is incorrect. It says if you normally get a collection on the Wednesday, it will be the Thursday they turned up on Wednesday, first thing. the information at the bottom of the page says Wednesday. So the two halves of the page give different info. Another week without a collection as Virgin Media were vandalising the pavements last week, so the bin men went straight past.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
27/12/2017	Poor	Myaccount and lagan forms	not easy to renew resident permit	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm
28/12/2017	Poor	Myaccount and lagan forms	Just trying to renew a book!!! Find myself registering for a new council initiative which doesn't like my postcode!! Very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s1
28/12/2017	Poor	Myaccount and lagan forms	The page gives conflicting information. It states that if my usual collection is on Friday 29 then it will be on Saturday 30. However, when I enter my address it states Tuesday 2 January	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
28/12/2017	Good	News	Clear, simple, easy to understand	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html
28/12/2017	Poor	Myaccount and lagan forms	very poor designed website and the information provided is poor and confusing.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE

28/12/2017	Poor	Waste & Recycling	I wanted to know when my christmas tree can be collected. All your web pages say "please put your Christmas tree by your green bin on the next normal collection date" but then it says all green bin collections are suspended until 28th January! However I could not find my "normal bin collection date" at all. The green bin collection on our road seems to be on Saturdays, every other week, so is it going to be 3rd or 10th of February? And where do you suggest we keep our Christmas trees until perhaps 10 February!!!!	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
28/12/2017	Poor	Children's Services	i cant find any information whatsoever about how you can help pregnant teens	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/children-young-people-and-families/youth-support.html
28/12/2017	Average	Council Tax and Benefits	MANDATORY FIELDS NOT APPLICABLE IN MY CASE AND NO OTHER OPTIONS GIVEN	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	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=7903a248-c540-4866-986a-8fcbd6774fab
28/12/2017	Poor	Myaccount and lagan forms	It gives the wrong date for collection. Also no info on green bin day in February 2018	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
28/12/2017	Poor	Parking	I just wanted to find parking time restrictions in barnet	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
28/12/2017	Poor	Myaccount and lagan forms	Won?t let me	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit
28/12/2017	Average	Myaccount and lagan forms	No help enough	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
28/12/2017	Poor	Myaccount and lagan forms	I tried to order a new brown bin so many times but the page couldn't be displayed with some problems.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
28/12/2017	Average	Children's Services	Repetitive form, why ask for my email address twice?	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/Expression-of-interest-in-fostering/email-receipt.html?mgnlFormToken=eceb1d4a-34ef-44b4-b902-7fa65cc456de
29/12/2017	Poor	Council Tax and Benefits	I simply cannot pay! My account is logged in but it doesn't show up on the page and I cannot add it manually. Poor website!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html
29/12/2017	Poor	Myaccount and lagan forms	Two weeks of no bin collection it seems kind of stupid	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/my-account/waste-calendar.html?uprn=200120230

29/12/2017	Good	News	The page is fine for me - I wanted to check collection dates.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html
29/12/2017	Good	Adults and Communities	The lady who helped me was very cheerful and reassuring	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/adult-social-care/connected-and-well/transport/freedom-pass.html
29/12/2017	Poor	Myaccount and lagan forms	I couldn't scroll horizontally only vertically therefore I couldn't see half the page	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE&section=
29/12/2017	Average	Myaccount and lagan forms	I would prefer to see the calendar rather than just the next collection date	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
29/12/2017	Poor	Myaccount and lagan forms	Tried to find bin collection dates over Xmas-useless	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
29/12/2017	Good	Council Tax and Benefits	easy to work with!!!!!!	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=cf44be20-9421-4a0c-a62c-6afcb39d852d
29/12/2017	Poor	Council Tax and Benefits	Cant complete request	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986
29/12/2017	Good	News	What happens about Christmas tree recycling? St**** and M*** *****s	Thank you for your comments.	https://services-for-schools.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html
29/12/2017	Poor	Myaccount and lagan forms	I've registered and now it will not allow to back in - tried to reset password but it's not sending me the link. Can't register as my email already exists - useless.....	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm
29/12/2017	Good	Libraries	Everything is fine at present. A very helpful, useful website with loads of information, and easy to navigate too. Excellent job! Well done!	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/libraries
29/12/2017	Good	Waste & Recycling	NOT everyone is able to use the website, there are many elderly people in Hampstead Gdn Sub. It would be a good idea to leave on the bins the alternative collection times. Also before street cleaning put a board in the road asking residents to move their cars. Otherwise drains are blocked with leaves causing flooding. e.g. corner of Addison Way and Oakwood Road. This corner is filthy and an utter disgrace.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates/christmas-waste-and-recycling-in-barnet.html

29/12/2017	Poor	Registrars	We registered the death of my mother-in-law, T***** P**** yesterday (28/12) with J** M****. At the appointment, we enquired about getting the code for the governments ?Tell us once? service, he gave a reason why he couldn?t give it to us there and then, I think he said he didn?t have his fob with him. He asked us to call back today (29/12) which I have done 3 times and no one has been able to help us obtain the code. Worse than this, one call centre operative put the phone down on me and I have now been hanging on the line for 25 minutes, not confident anyone is going to actually pick up the phone. Can someone please email the code or call me with it urgently as we are desperate to progress the complex and upsetting funeral arrangements whilst also dealing with our grief. I find this service totally disrespectful in the way grieving customers are dealt with and would like to complain about how we have been dealt with	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Nationality and Registration team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036
29/12/2017	Average	Myaccount and lagan forms	Can?t scroll through whole page on mobile phone	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
29/12/2017	Poor	Parking	Everything!!!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
29/12/2017	Average	Libraries	Great Website!	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/libraries/find-your-local-library/finchley-church-end.html
30/12/2017	Poor	Myaccount and lagan forms	There are no details at all about collections for blocks of flats We at Southwood Court, 24 flats, have our 6 green recycling bins collected normally on Saturdays. Now for two Saturdays they have not been emptied. Saturday is not mentioned on your pages at all as a collection date Cllr John Marshall is trying to get our bins emptied for us but has had no luck so far. There is no way to speak to a person on your phone. It is a disgrace We all pay council tax just like the houses opposite so we deserve the same treatment	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE

30/12/2017	Poor	Myaccount and lagan forms	Having been advised that my green bin would be collected on 23rd Dec (which it wasn't), it seems that green bin collections will not recommence until Sunday 28th January. Collections are every 2 weeks (supposedly) so there appears to be no way of determining my next collection from the website (Friday 2nd Feb or 9th Feb). Meanwhile, the rubbish in the bin will compacting for 2 months into a mass which, based on experience, will not be fully emptied by the collectors.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
30/12/2017	Average	Council and Democracy	was difficult to enter the email address - an error message kept appearing even though the spelling / format was correct	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/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e
30/12/2017	Poor	Waste & Recycling	Couldn't order a brown food bin. Webpage 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/household-waste-and-recycling-bin-collections/brown-bin.html
30/12/2017	Poor	Myaccount and lagan forms	Information is confusing and does not agree with other pages. eg. green bin collection given as early Jan but a red flagged notice says no collection until after Jan 28th!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE
30/12/2017	Good	Waste & Recycling	You are all doing a difficult job. Keep up the good work. Thanks and a Happy new year.	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates/christmas-waste-and-recycling-in-barnet.html
30/12/2017	Poor	Myaccount and lagan forms	doesn't give the option of requesting clear sack	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN

30/12/2017	Poor	Council Tax and Benefits	I object to the charges for policing which in my experience has been very poor in this borough, I do not use Council Services to remove rubbish as I prefer to take this to the dump myself. I object to the bins being left any where rather than put back in a tidy state. I have no children so why should I pay for somebody else's schooling. I also object strongly to paying for adult care unless the adult in question is certified invalid. As regards Greater London Authority I could go on but know I am wasting my breath. As far as improvements, how long is a piece of string. All Councils think they are a law unto themselves and that the public serve them when it is the other way around. Incidentally I am owed money back from my previous address and await a complete refund to the penny.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council Tax and Benefits team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa
30/12/2017	Poor	Libraries	I am trying to join the library and am unable to do so !I do not know what the problem is. I am a resident of Barnet borough.	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/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=91400113.1514655617
30/12/2017	Poor	Waste & Recycling	Xmas trees should be collected before end of January!	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/christmas-waste-and-recycling-in-barnet.html
30/12/2017	Poor	Parking	event dates are not listed	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones/saracens-event-day-cpz.html
30/12/2017	Poor	Search	Not possible to find the specific days for saresint event in Barnef, even after researching the website for more than 40 min	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/search.html?keywords=Saracens++parking+restriction+dates&resultsPerPage=10&filters['TP_doctype_grp']=events
31/12/2017	Poor	Myaccount and lagan forms	H	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/loginintereareasandstatuses.htm
31/12/2017	Poor	Myaccount and lagan forms	Does not load!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/logoutoptions.htm
31/12/2017	Poor	Parking	Clicking on the Castle Road Car Park link takes me to Castleroad Car Park in Scarborough.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact Parking services team on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/car-parks.html

31/12/2017	Poor	Waste & Recycling	because no info on why the Recycling bins have not been collected on the 30th December 2017	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/christmas-waste-and-recycling-in-barnet.html
31/12/2017	Good	Myaccount and lagan forms	All good	Thank you for your comments.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
31/12/2017	Average	Waste & Recycling	The Green bin collection is BAD. The rotting vegetation will be difficult to get out	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/christmas-waste-and-recycling-in-barnet.html
31/12/2017	Poor	Myaccount and lagan forms	My Account is not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm
31/12/2017	Poor	Planning & Building Control	"Brent Cross Cricklewood planning application" Links not working.	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/planning-conservation-and-building-control/planning-policies-and-further-information/brent-cross-cricklewood-regeneration.html
31/12/2017	Poor	Planning & Building Control	I wanted to complain about a structure in oakleigh road north, outside a shop, big wooden structure been erected, I have lived here for 40+years, never seen anything like it. As all the shops have to take in there signs of a night. He	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/planning-conservation-and-building-control/building-control.html
31/12/2017	Poor	Myaccount and lagan forms	The information on the page is inconsistent about all of the dates of bin collectiona with the other sections of your website. This page fails to take into account your own special arrangements for the Christmas period.	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
31/12/2017	Poor	Myaccount and lagan forms	Very Very slow and some of website not working	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm
31/12/2017	Poor	Myaccount and lagan forms	You say the collection of Green Bins are suspended until Jan 28th 2018..why are there no dates following the suspension ?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000.	https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE
31/12/2017	Poor	Myaccount and lagan forms	No dates for the garden waste collection.	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/my-account/waste-calendar.html?uprn=200102906&address=101000539266