



Further to your information request FOI/EIR 25/26-306, please find your question and our response below.

Request:

Please provide by email copies of the standard template letters or digital communications your council issues to residents in relation to Council Tax arrears, specifically:

1. The initial reminder notice issued as part of the arrears or recovery process, as per requirements under Regulation 23 of The Council Tax (Administration and Enforcement) Regulations 1992.
2. The second reminder notice, issued in the event that a resident has rectified one missed instalment but gone on to miss a second instalment over a given annual period.
3. The final notice issued once the resident has lost the right to pay by instalments and prior to any further enforcement action, as per requirements under Regulation 33 of The Council Tax (Administration and Enforcement) Regulations 1992.
4. Any additional reminder notices or discretionary communications issued to residents with Council Tax arrears, including between the first reminder notice and final notice being issued (prior to a court summons).

For each, please include:

- The full wording of the standard template
- Any headers, footers, or formatting used in the letter or digital communications
- The typical method of delivery (e.g. post, email)
- Any differences in the templates based on resident circumstances (e.g. prior arrears, benefits status, vulnerability)

In addition, please can you inform us of:

1. The total number of households against which you started imprisonment committal proceedings relating to unpaid council tax, for each year from 2020.

Response:

1. Please see attached document titled: EC REM1
2. Please see attached document titled: EC REM2
3. Please see attached document titled: EC REM3
4. Please see attached document titled: EC FINAL
 - As per attached templates
 - As per attached templates
 - All letters are issued by Royal Mail 2nd class post. All reminders are all issued by email as PDFs to those who opted in to e-billing.
 - We do not vary templates based on the household.

1. We do not carry out committal hearings, therefore zero per year.

This concludes your request FOI/EIR 25/26-306.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.