Revenue Customer Survey

December 2011

1. **In what capacity did you contact us (please tick appropriate box)?**

53.6% *Owner/Occupier*
1.2% *Agent*
2.4% *Landlord*
46.4% *Tenant*
1.2% *Other (Please Specify)*

If you selected 'other', please be more specific in the box below.

100.0%

2. **How did you contact us?**

17.9% *By email*
23.8% *Submitting an E-Form via Sutton Council's website*
50.0% *By telephone*
4.8% *Via the 24 hour automated telephone system*
9.5% *By letter*
0.0% *By visiting a Local Access point*
14.3% *Via your account on line*
13.1% *By visiting the Civic Offices*
6.0% *Using our web based 24 hour self serve facility*

3. **Why did you contact us?**

65.5% *To notify of a change of address (in/out/within borough)*
33.3% *To apply for/cancel a single person's discount*
16.7% *To apply for/cancel any other discount/exemption*
0.0% *To apply for/cancel a disability band reduction*
9.5% *To query a bill/reminder/summons/bailiff notice*
20.2% *To make a payment*
8.3% *Other (Please Specify)*

If you selected 'other', please be more specific in the box below.

100.0%

4. **What was your experience?**

65.5% *Good*
25.0% *Average*
9.5% *Poor*

If 'poor' please explain why.

100.0%

5. **If relevant, how many times did you contact us to get a response?**

61.9% *Once*
28.6% *Twice*
10.7% *Other (Please Specify)*

If 'other', please be more specific in the box below.

100.0%

6. **Did you know our website provides detailed information regarding Council Tax as well as many FAQs?**

94.0% *Yes*

6.0% *No - For further information please visit http://www.sutton.gov.uk/index.aspx?articleid=6443*

7. Did you visit our website before contacting us?

85.7% *Yes*

14.3% *No*

If 'no' please explain why.

100.0%

8. Did you know you could inform the Council Tax team of changes in address, claims for sole occupiers discount or name changes via our website using our 24 hour self serve facility?

67.9% *Yes*

32.1% *No- For further information please visit www.sutton.gov.uk/counciltaxselfserve*

9. Would you use this service in the future?

90.5% *Yes*

9.5% *No*

10. Why would you not use the self service facility (please specify in box below)?

100.0%

11. Did you know you can check your Council Tax billing periods account payments, transactions and balance as well as print statements and apply for e-billing using "My Account" via our website?

69.0% *Yes*

32.1% *No - To find out more and/or register visit https://myaccount.sutton.gov.uk*

12. Do you use this facility?

51.2% *Yes*

50.0% *No*

If 'no' please explain why.

100.0%

13. How do you pay your Council Tax?

71.4% *By direct debit*

19.0% *Online using our secure website www.sutton.gov.uk/payforit*

3.6% *By calling our 24 hour automated payment line 020 8770 7887*

8.3% *Other*

If 'other', please be more specific in the box below.

100.0%

14. Did you know direct debit is the most cost effective and efficient method of payment and that we offer a range of payment dates?

85.7% *Yes*

14.3% *No - To find out more information and/or complete an online instruction please visit www.sutton.gov.uk/directdebit*

15. Did you know you can claim Council Tax Benefit online?

47.6% *Yes*

52.4% *No*

To apply visit https://selfserve.sutton.gov.uk/selfserve

Thank you for taking the time to help us improve our service.

Sutton Council values the opinions of local residents. We would like to invite you to take part in future research by joining the Sutton Residents' Panel. Being a panel member would mean receiving questionnaires around once a month, or taking part in discussion groups. If you do wish to be included within the panel please provide your name, address, email and telephone number.

Part 2 (Optional)

We are looking at ways of improving our communication channels with our customers - please could you provide us with any of the contact details below that we do not already hold:

16. **Daytime Telephone Number**

100.0%

17. **Mobile Telephone Number**

100.0%

18. **Email Address**

100.0%

19. **Signed**

100.0%

20. **Name**

100.0%

21. **Address**

100.0%

22. **Council Tax Account Number**

100.0%

23. **Date**

100.0%

Thank you for your time