

**PT Operations - Briefing Team**

Langley House
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Mr Parker

[[request-239244-](#)

[xxxx](#)]

Phone 03000 590 192

Date 12 December 2014
Our ref FOI 3158/14
Your ref

www.hmrc.gov.uk

Dear Mr Parker

Freedom of Information Act (FOIA)

I refer to your recent request for the following information:

"Please could you provide a complete list of HMRC Office numbers (or "tax district number") and the address of the office that deals with PAYE for that number.

I understand that the number doesn't refer to a specific office number any more but either the Newcastle, Cardiff, or Liverpool PAYE office, depending on the number.

But anyway I would like a complete list of the HMRC Office numbers currently in use and the PAYE office they would normally be dealt by, and contact details for that office.

I understand you've made this information available previously (e.g. in your September 2011 employer bulletin) but I would like to know if this list is up-to-date, and I would like to have confirmation that the list of numbers is complete."

I am answering this under the provisions of the Freedom of Information Act.

The way incoming mail is received and dealt with within HMRC has changed since 2011.

Mail is either received in Regional Post Rooms or by EDM (our (secure) scanning partner who convert the post to a digital image) and directed to particular HMRC Offices as instructed by the business, which can change depending on volume received and available resource in particular locations.

We have multi skilled workforce in PT Operations where staff can deal with all aspects of an Individual's tax affairs for both Self Assessment and PAYE.

At the moment PAYE correspondences directed to the following locations, but this is subject to change:

PAYE Customer Letters	Lynx House, Portsmouth
PAYE Repayment & Forms	Trinity Bridge House, Salford
Pensioner Forms- Queensway House	East Kilbride
Self-Assessment Appeals and Amendments	Saxon House Leicester

External PAYE customers are directed to HMRC Contact Centres, relevant Helplines etc rather than contact details for specific locations.

Office numbers are no longer used in the day to day running of HMRC and as a result lists are no longer kept up to date. Other reference systems are now used to identify individual HMRC premises for internal purposes.

Please also note that since late October 2014. HMRC has changed the address that our PAYE and Self-Assessment customers use to contact us.

The new full address is

Pay As You Earn and Self-Assessment
HM Revenue and Customs
BX9 1AS

This address replaces the current PO Box 4000.

The HMRC and GOV.UK internet sites have been updated and relevant outgoing correspondence from our SA/PAYE systems will also be updated.

If you are not happy with this reply you may request a review by writing to HMRC FOI Team, Room 1C/23, 100 Parliament Street London SW1A 2BQ or email xxx.xxxxxx@xxxx.xxx.xxx.xx You must request a review within 2 months of the date of this letter. It would assist our review if you set out which aspects of the reply concern you and why you are dissatisfied.

If you are not content with the outcome of an internal review, you may apply directly to the Information Commissioner for a decision. The Information Commissioner will not usually

consider a case unless you have exhausted the internal review procedure provided by HMRC. He can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Mrs Chris Tripp
PT Operations Briefing Manager