



Tom Murray  
What Do They Know

Mail to:  
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Revenues and Benefits  
London Borough of Merton  
Merton Civic Centre  
London Road  
Morden SM4 5DX

Direct Line: 020 8545 3727  
e-mail [foi@merton.gov.uk](mailto:foi@merton.gov.uk)  
Reference F7176

Please Ask For: David Keppler

Date: 16 May 2016

Dear Mr Murray

**Freedom of Information Act 2000/Environmental Information Regulations 2004 -  
Information request**

We have now considered your information request as set out below.

You asked:

*What was your recovery rate for revs & bens debt collection for the last 3 financial years?*

	13/14	14/15	15/16
Council Tax	97.12%	97.26%	97.49%
Business Rates	97.66%	97.43%	97.71%
HB overpayments	61.77%	50.74%	52.5%

If you have any queries or concerns about this please contact me.

If you are dissatisfied with the handling of your request please contact Karin Lane, the Head of Information Governance at Merton Council, Civic Centre, Morden, SM4 5DX or e-mail [foi@merton.gov.uk](mailto:foi@merton.gov.uk)

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

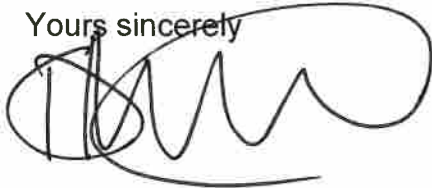
The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone:0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

There is no charge for making an appeal.

Yours sincerely

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by several loops and a long horizontal stroke.

David Keppler  
Head of Revenues and Benefits