

## Appendix D: Payments Q2 2013/2014

<b>Service</b>	<b>Stage</b>	<b>Amount</b>	<b>Reason</b>
Environmental Services	1	£20	Refund of payment made by complainant for a bin when the bin should have been free
Environmental Services	1	£2.50	Problems with Garden Waste Collection- account extended for one month
Environmental Services	1	£2.50	Problems with Garden Waste Collection- account extended for one month
Environmental Services	1	£40	Customer advised incorrectly over payment for bins, as a gesture of goodwill customer was given bins free of charge
Customer Services	1	£130	A payment made to a council tax account could not be found, so £130 was added to council tax account
Customer Services	1	£25	Refund offered as payment was taken for a parking permit
Licensing	1	£280	Refund of a payment that was taken for a service that we do not provide (licensing for body piercing)
<b>Total</b>		<b>£500</b>	