



**REQUEST 17849**

This FoIA request relates to the £150 energy bill support payments (sometimes called a 'council tax rebate') issued to Council Tax band A-D households in your area as at 1 April 2022. Further information is here: [Energy Bill Support](#)

On 2 September 2022, the Department for Levelling Up, Housing & Communities reminded local authorities in England to place any unclaimed "core" £150 payments onto council tax accounts for eligible households. This allowed for payment after the "core" scheme closed. See the section titled "*Crediting council tax accounts*" here: [Letter to Local Authorities 2022](#)

The questions below only relate to the "core/main" £150 scheme. No information is required concerning the separate "discretionary" schemes.

1. For properties where you are the local council, how many properties have an unclaimed "core" £150 on their council tax account?
2. How many of the properties in "1)" had at least one individual in council tax exemption class **N** as at 1 April 2022?
3. For properties where you are the local council, how many were recorded as a Home in Multiple Occupation (HMO) for planning purposes but not for council tax purposes as at 1 April 2022? If such data are not available, how many are currently classed as such?
4. How many of these properties in "3)" have an unclaimed "core" £150 on their council tax account and had at least one individual in council tax exemption class **N** as at 1 April 2022?
5. What decision(s) has the council made regarding distribution of these unclaimed "core" £150 payments to the eligible 1 April 2022 occupants?

Please provide this information above as at 31 March 2025.

If time allows, please also provide the above information as at 31 March 2024.

**RESPONSE**

1. 357
2. 0
3. 0 – We are unable to report on HMO's for planning purposes as at 1 April 2022 or currently.
4. 0

5. Any customers with a credit on their account can claim a refund in accordance with our usual procedure – please see [www.wigan.gov.uk/Counciltaxrefunds](http://www.wigan.gov.uk/Counciltaxrefunds)

The above information is provided as at 10.04.2025. We are unable to provide the information as at 31.03.2025 or 31.03.2024 as we do not hold the information in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the “appropriate limit”). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: [http://www.opsi.gov.uk/si/si2004/uksi\\_20043244\\_en.pdf](http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf) The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA. I am satisfied the cost limit applies to your request and will explain why this is the case.

To retrieve this information, it would take approximately 2 minutes per account to check, there are 8061 accounts. This would take approximately 268 hours.