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09 December 2014

Dear Sir or Madam,

**Reference: Account reference XXXXXXXX**  
**Official letter of complaint regarding council tax.**

This is an official letter of complaint regarding council tax.

I had first moved into the property in October 2006 (Please refer to tenancy agreement) where at this time I had been receiving letters to my flat number addressed to the name of somebody else from the city of Westminster. I had called the number given on the website and was told to send in a letter from my university claiming that I was a student and the front page of my tenancy agreement, I had sent this letter by post. A few months later in 2007 when I still kept getting letters addressed to somebody else I called back to follow up this matter where I was told to "just ignore the letters that aren't mine." It was only until November 2009 where I received an open letter from Equita saying that they would take my belongings (still addressed to somebody else) did I have to call in and fix the situation again. This is where I learned that I was given misleading information by the person I had spoken to on the phone, I had not yet been registered, and I should have sent the information in again. However, I was not to know this as the information I had been given was to just ignore the letters.

This time I had sent in the evidence of me having been a full time student since September 2005 until 25 June 2010 with the various courses specified (please see attachment) by post twice and by fax once. I have now been put on the system however I have been receiving bills when I should be exempt because I am a student. As I have mentioned I am a full time student, I am in my final year and I do not have the time or the energy to keep calling various numbers and coming into the office to be told I must wait and see just to receive another letter again. This is causing me a lot of stress and I would really like for this to be resolved as soon as possible. If possible please would you respond by providing me with a direct telephone number in order to clarify this issue, or alternatively do not hesitate to contact me.

William TAYLOR