

Richmond account - Council tax users' feedback survey results

Since September, a significant number of [Richmond Account](#) users have signed up to manage their council tax accounts online. We asked these customers to complete a survey in order to gauge their satisfaction with this new service and we're pleased to announce the overall scores are very positive:

- **Ease of registering** – very satisfied
- **Look and feel** - satisfied
- **Ease of getting around** - satisfied
- **Value of information** - satisfied
- Residents are using it regularly - 25% accessing their council tax online more than 5 times since registering.

Suggestions

We also asked what they would like to see included in the account in future, the most popular suggestions were:

Faster or simpler ways of making payments

Ability to print out a summary of their council tax account

Being able to manage their libraries services within the account

Viewing / managing housing benefit re-payments

Allotment customers managing their payments within the account

The future

We will be looking to use this valuable feedback to further improve the experience and services we offer to Richmond account users