Results
Which services have you moved online?
Which services are you planning to move online?
473,296 registered users

8,565,919 accounts
Landlords
You can now view your account online at:

https://myaccount.edinburgh.gov.uk/

All you need is:
your online account number 111111
your post code XX12 2XX
and your unique PIN number 1234

If you have any queries about your bill, please email revenuesbenefits@edinburgh.gov.uk or phone 0131 469 5000

REASON FOR ISSUE Annual

See over the page for guidance notes and details of how you can pay.

Financial year: 2013/2014
Account number: 11111111
Help with your rent and council tax

Bristol City Council helps one in four households in Wales with the cost of their rent and council tax.

We help single people, couples, and families who are under 60. Those who are receiving state benefits such as income-based jobseekers allowance.

The amount of help you could receive is based mainly on the size of your home and the total amount of money you have.

Even if you own your own home, you may still be able to get help with your council tax.

For more information about housing and council tax, visit www.bristol.gov.uk/benefits

Pay for it
Apply for it
Report it

Do it online today!

Why not manage your council tax or business rate account online?

Register now to
• see your account
• apply for discounts or exceptions
• see payments due
• make payments online
• receive future bills electronically
• tell us about changes in your circumstances
• find helpful information about council tax or business rate
• access the service 24-7
• help reduce administration costs and environmental footprint

It's easy to register
Go to www.bristol.gov.uk/myaccount and follow the simple instructions.

You will need information from your council tax or business rate annual bill and a valid email address.

Do it online!

For council tax
• view your balance online
• view your last or next payment online
• view and print your bill
• view and print any reminder or final issued
• set up a direct debit
• make a surcharge arrangement
• apply for an empty property reduction
• apply for a single person discount
• tell us of a change of address

For business rates
• view your balance online
• view your last or next payment online
• view and print your bill

Landlords – did you know you can view your housing benefit account online?

Living in a furnished property?

Your payment history made in respect of the property

Please log on to https://myaccount.london.gov.uk and follow the simple instructions

Be regular in your payments and ensure payment is made electronically
Garden Waste
How Philadelphia built an app for residents to file complaints

by Todd R. Weiss
June 05, 2003 4:25 PM

WHAT'S HOT

Three big takeaways from the Microsoft reorg
Steve Ballmer: "Social is a way of working"

THE DIGITAL LIFE
Always connected and on-the-go, how do we use our smartphone?

THREE FORCES DRIVING THE REVOLUTION
Develop a simple strategy with three core elements at the core

44% want more apps for their everyday activities

40% want personalised search results relevant to their location

31% already use an online wallet

70% search for information

63% use navigation or maps

59% update social networking sites

57% search for product information

51% use online banking

50% buy goods

46% search for online vouchers

42% buy services

34% stream music

32% play online games
Merry Christmas

Season’s Greetings from all at Harrow Council

We know that you have a lot growing to do this holiday season, and although there are some things you have to do yourself, your MyHarrow Account can help with some of the others, leaving you more time to enjoy the festive season.

What you can do with your MyHarrow Account:
- Arrange your Christmas tree collection
- Check your bin collection dates
- Arrange special collections of all that Christmas waste
- Check your Council Tax balance in time for the January sales
- Check your library's opening times
- Renew your library books before the New Year

Never forget again with a MyHarrow Account

MyHarrowaccount.net
Electoral Registration

ARE YOU REGISTERED TO VOTE?
Dear,

Important change to Electoral Registration 2012

Every year your Council collects the details of all Harrow residents over the age of 16, for the Electoral Register.

The Electoral Register is a record of everyone entitled to vote in elections in the UK. In addition, many banks and credit card companies use this Register to run proof of address and credit checks when you are applying for services. If you are not on it, you will not be able to vote and may find it difficult to apply for financial services, so it is important that your details are correct. This year, the Council will be compiling the Electoral Register electronically. To register all you need to do is visit www.harrow.gov.uk/electoralregistration, use the security code above to check your details, make any necessary changes and submit online.

It’s as simple as 1, 2, 3!

So, what do I need to do?

Visit the Council’s website: www.harrow.gov.uk/electoralregistration

1. When prompted, enter the security code above.
2. Once you have entered your security code, you will be presented with the current electoral register details for your property.
3. Please either confirm that these details are correct or make the necessary changes to update them. To change your details simply activate your MyHarrow account by following the simple instructions on screen.

If you have any problems completing this process online please call 020 8901 2660.

Yours sincerely,

Hugh Paul
Electoral Registration Officer
Harrow Council

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Your online security code is

**Win an iPad!**

Complete your online registration by 23 September 2012 for your chance to win.

**Facts**

Nationally, over 45,000,000 sheets of paper are used each year during the collection of electoral registration details. That is the equivalent of approximately 5,600 trees, so help us to reduce this by completing your registration online.

So far this year, over 38,000 people have used the many interactive services available on the MyHarrow Account site.

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**myHarrow account**

When you have activated your MyHarrow Account you will be able to manage all your dealings with the Council online. In addition to electoral registration, your MyHarrow Account offers you access to a wide range of services, including:

- Your latest Council tax details
- Checking school term dates
- Reserving or checking overdue library books
- Alerts and information about planning applications in your local area
- Checking when your bins are due to be collected
- Reporting issues affecting your street e.g. fly tipping and broken street lights
- Accessing council services at a time that suits you
- To ensure your information is safe, MyHarrow Account is fully secure

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See overview for details of the MyHarrow Account

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Harrow Council

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Address: Electoral Registration Officer, Harrow Council, IGC Bldg 71, Civic Centre, Station Road, Harrow, HA1 2AD

www.harrow.gov.uk
Extend the Service

MyHarrow Accounts 2012

- July
- August
- September

MyHarrow Accounts 2012
Customer Insight

### Harrow Segment A - Extremely wealthy professionals, corporate careers

<table>
<thead>
<tr>
<th>Service Channel - Internet</th>
<th>Service Channel - Telephone</th>
<th>Service Channel - Mobile Phone</th>
<th>Service Channel - Visit Brands/Face to face</th>
<th>Information Channel - Internet</th>
<th>Information Channel - SMS Text</th>
<th>Information Channel - Local Papers</th>
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andrew@gandlake.com