COUNCIL TAX ONLINE – CANCELLING A SINGLE PERSON DISCOUNT

Important: By law the Council must be informed of any changes that may affect any discount. A penalty can be imposed if a taxpayer fails to do so.

Introduction

This guide provides a step by step instruction on how to cancel a Single Person Discount through the Council Tax Online Service. It includes a troubleshooting guide to help with any problems.

To do this you will need to provide –

- Your name and address as it appears on your Council Tax Bill;
- Your 11 digit Council Tax Number;
- The date from which you ceased to be the sole adult resident;
- Details of the adult(s) who are now living with you

How to cancel a Single Person Discount

Step 1 – go the Council Tax home page at www.burnley.gov.uk/counciltax

Step 2 – select the ‘Council Tax online’ text

www.burnley.gov.uk/counciltaxonline

Step 3 – select the ‘Council Tax Update’ option

![Council Tax Notification](image)

- Notify the Council of a Change of Address
- Apply for or to remove a Single Person Discount
- Change your Personal Details
- Pay Council Tax by Direct Debit, or amend your existing details

New to the Borough

If you are moving into the borough and do not have a Council Tax Reference Number, you can also use this service. Click Start to proceed
Step 4 – Select ‘Start’

New Notification
To start a new notification click on the ‘Start’ button.
Start

Step 5 – From the drop down select ‘Owner’ or ‘Tenant’. Then select ‘Enter/Continue’

Questions screen
In what capacity are you reporting this notification?
Please select in which capacity you are reporting this notification
Owner
Tenant
View/Change Answers Exit/Save
Continue
Key | * required field | 📌 Please click on i for further help/information

Step 6 – Enter your name exactly as it appears on your Council Tax bill and provide either a contact phone number and/ or an email address. Then select ‘Enter/Continue’

Name and contact details
Please enter your name or business name details. If you are already a payer within this local authority, please enter your name exactly as it appears on your current bill.

Business name
Title
Forename
Surname

Please enter your contact phone number and your email address
Contact phone number
Email address
Confirm email address

View/Change Answers Exit/Save Enter/Continue
Step 7 – From the next screen as shown below select ‘Cancel a Single Person Discount’

Click here to cancel a single person discount
Step 8 – Enter your 11 digit account number and select ‘Enter/Continue’

Step 9 – the next screen should show the address concerned. If it does, select ‘Next’. If not search for the property again.
Step 10 – Enter the date from which you ceased to be the sole adult resident and how many adults are now living at your address. In this example, we are assuming there are now 2 adults.

Questions screen

Additional details to cancel single person discount

For the property RAMATVELLE BARLEY HOUSE, BB12 9LB

From what date are you no longer the sole adult occupant at the address

From this date, how many occupants aged 18 or over will be living at your property (including yourself)?

View/Change Answers  Exit/Save  Enter/Continue

Key | * required field | Please click on i for further help/information

Step 11 – Enter the name(s) of the adult who have moved into the property

Questions screen

Add Another  Delete

The names of all the occupants aged 18 or over who are living in your property

Please enter the names here of all persons aged 18 or over who live in this property

Title:  Mr

Forename:  * Stephen

Surname:  * Fletcher

To delete this item, activate this field and use the "Delete" button

Please enter the names here of all persons aged 18 or over who live in this property

Title:  Mrs

Forename:  * Susan

Surname:  * Fletcher

To delete this item, activate this field and use the "Delete" button
Step 12 – For the existing adult show if the property is the main home, their legal interest and whether they are in a partnership with another resident at the property. In this case Stephen is cohabitating with Jane -

Questions screen

Step 13 – For the adult(s) who have moved into the property show if this is the main home, their legal interest and whether they are in a partnership with another resident at the property.

Questions screen
Step 14 – Indicate if the adults joining the property have lived in the Burnley area previously. If they have you will be asked to provide an address.

Questions screen

Previous property for Mr Peter Moore

Has Peter lived in this local authority area at a different address?

View/Change Answers  Exit/Save  Enter/Continue

Step 15 – Provide any additional relevant information

Questions screen

Further information

Please enter any other information that you feel you need to tell us

Any other relevant information

View/Change Answers  Exit/Save  Enter/Continue
Step 16 – Tick to show you agree with the declaration and select ‘Submit’

You should now see the following screen. As 2 adults are now jointly liable for the Council Tax a new account has been created –

That’s it. You have now cancelled the Single Person Discount. A revised bill showing your instalments will be sent to you.
Trouble shooting

Q. The name shown on the bill is incorrect e.g. misspelt. What do I enter?

A. Enter the name as it appears on the bill. You can go online to correct it by selecting ‘Council Tax Update’ on the Council Tax home page.

Q. I have put in all my details but I am getting this message –

⚠️ The name details you have entered do not match the details for this account. Please check your bill and try again.

A. Is your full name shown on your bill? If there is no first name or only an initial e.g. Mr J Smith the Council Tax Online Service cannot verify your record. Please contact the Council Tax office to have your full name on our records.

Check the name entered is the same as shown on your bill. Ensure you have entered the full 11 digit account number.

If that does not work, go to your browser settings and clear your browsing history.

If you are still having difficulties please send details of what you were trying to do and, if possible, screen prints to customer.services@burnley.gov.uk.