

COUNCIL TAX ONLINE GUIDES

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 to 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

Use your Council Tax Reference Number to:

- 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

COUNCIL TAX ONLINE GUIDES

Step 4 – Select 'Start'

New Notification

To start a new notification click on the 'Start' button.

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

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







COUNCIL TAX ONLINE GUIDES

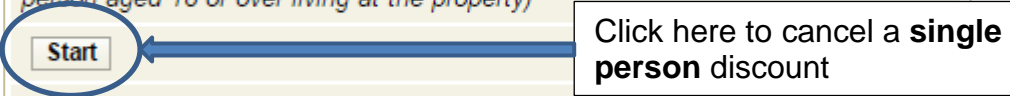
Step 7 – From the next screen as shown below select ‘Cancel a Single Person Discount’

Questions screen

What would you like to report or apply for?

Please select one option below

- Buying or Selling a Property** 
(I am either moving into the Local Authority area, moving out of the Local Authority area or moving from one property to another within the Local Authority area)
- Applying for a Single Person Discount** 
(I have a Council Tax account and wish to claim a discount on this account because I am the only person aged 18 or over living at the property)
- Apply for a Disregard Discount or Exemption** 
(I would like to apply for a disregard discount or exemption on the basis of being a student or severely mentally impaired)
- Change Personal Details** 
(The name on my Council Tax bill is incorrect due to a name change or a typing error)
- Cancel a Single Person Discount** 
(I have a Council Tax account and wish to cancel my entitlement to discount because I am no longer the only person aged 18 or over living at the property)
- Pay Council Tax by Direct Debit** 
(I have a Council Tax account and I wish to pay by direct debit or to change my existing bank account details)



Click here to cancel a **single person** discount

COUNCIL TAX ONLINE GUIDES

Step 8 – Enter your 11 digit account number and select ‘Enter/Continue’

Questions screen

Council Tax Reference Number

Please enter your Council Tax reference for the address that you would like the Single Person Discount to be cancelled if known

Council Tax Reference Number ⓘ
 (The Council Tax Account Reference Number should exclude any spaces, hyphens or special characters)

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

Step 9 – the next screen should show the address concerned. If it does, select ‘Next’. If not search for the property again.

Questions screen

Address details

Please select the address that you would like the Single Person Discount to be cancelled

Please click Enter/Continue to confirm your property address. If this is not the address that you wish to report a change for, please click 'Find Address' and search for the correct property.

Postcode

Number

Street Name

House Name

Address line 1: RAMATVELLE BARLEY HOUSE

Address line 2: BARLEY

Address line 3: BURNLEY

Address line 4: LANCASHIRE

Address line 5:

Address postcode: BB12 9LB

Property reference number PBBB129LB00807

If this is the right address select 'Enter/Continue'

COUNCIL TAX ONLINE GUIDES

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)? * ⓘ

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

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: ⓘ

Forename: * ⓘ

Surname: * ⓘ

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: ⓘ

Forename: * ⓘ

Surname: * ⓘ

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

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

COUNCIL TAX ONLINE GUIDES

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

Details for Mrs Susan Fletcher

Is the property Susan's main home?	*	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
What is Susan's relationship to the property?	*	freehold interest					
Is Susan married, cohabiting or in a civil partnership with a liable person within the dwelling?	*	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Is Susan a student or related to a student?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Is Susan severely mentally impaired?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	

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

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

Details for Mr Peter Moore

Is the property Peter's main home?	*	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
What is Peter's relationship to the property?	*	freehold interest					
Is Peter married, cohabiting or in a civil partnership with a liable person within the dwelling?	*	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Is Peter a student or related to a student?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Is Peter severely mentally impaired?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	


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


COUNCIL TAX ONLINE GUIDES

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? * 


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


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 

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

COUNCIL TAX ONLINE GUIDES

Step 16 – Tick to show you agree with the declaration and select ‘Submit’

Declaration Page

Tick the declaration box to agree with the declaration and continue.

Declaration

The information you have provided on this application and from any supporting evidence provided will be used by the Council in order to update our records.

The information will be held securely by the Council and will be treated as confidential except where the law requires it to be disclosed.

The Council may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information from certain third parties or share your information with them in order to check its accuracy, prevent or detect crime, protect public funds or where required by law.

You have the right to request access to personal information that the Council holds about you and to have any inaccuracies corrected. If you wish to do this please contact the Council.

I / We declare that to the best of my / our knowledge and belief, the particulars shown on this form are true, accurate and complete and authorise the Council to use this information for the above purposes.

I agree with the declaration above [Click here to view or print your answers](#)

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

Your Request Succeeded

Details

Your new account reference is **2421175-6**

Thank you for using this service

Your notification will be dealt with shortly, and a new bill issued with details of your changes will be sent.

If we require any additional information, we will contact you as soon as possible

To pay your Council Tax monthly by direct debit select the Enter/Continue button.

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


COUNCIL TAX ONLINE GUIDES

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 .