

COUNCIL TAX ON LINE GUIDES

COUNCIL TAX ON LINE – LANDLORD REPORTING A TENANT MOVING INTO BURNLEY

Important: If reporting a tenant as being resident for several months or for a past closed period you may be required to provide evidence such as copies of tenancies and rent receipts

Introduction

This guide provides a step by step instruction on how a landlord can report a new tenant moving into one of their properties. It includes a troubleshooting guide to help with any problems.

To do this you will need to provide –

- ✓ Your name and address and contact details
- ✓ The full name(s) of the new tenants;
- ✓ The start date of tenancy;
- ✓ Forwarding address for the previous tenant, if known

How to report a new tenancy in Burnley

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

Step 2 – select the 'Council Tax online' icon

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

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Step 4 – Select 'New Notification'

New Notification

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

Step 5 – From the drop down select 'Landlord'. Then select 'Enter/Continue'

Questions screen

In what capacity are you reporting this notification?

Please select in which capacity you are reporting this notification *

View/Change Answers

Exit/Save

Owner ▼

Owner

Tenant

Landlord

Agent

Continue

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

Step 6 – Enter your full name and contact details.

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

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Step 7 – Enter your address

Questions screen

Landlord's address details

Address line 1: * 46 Rainhall Crescent ⓘ

Address line 2: Pendle ⓘ

Address line 3: ⓘ

Address line 4: ⓘ

Address line 5: ⓘ

Address postcode: * BB18 6BS ⓘ

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

Step 8 – Select 'New Tenants moving into a property'

Questions screen

What would you like to report or apply for?

Please select one option below

New tenants moving into a property ⓘ
(Tenants are moving into a property that is in the Local Authority area)

All tenants moving out of a property ⓘ
(Tenants are moving out of a property that is in the Local Authority area)

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)

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

Click here to report a new tenant

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Step 9 – Enter the address of the property-

Questions screen

Address details

Please select the address of the property that the tenants are moving into

Please click 'Find Address' and search for the property you are reporting the change for.

Postcode

Number

Street Name

House Name

You should be able to find the address just by typing in the post code and the first part of the address i.e. 7, 34b, Flat 6, Apartment 24

Important: Leave a space between the first and second part of the post code

Step 10 – Select 'Find Address' and you will be presented with an address or a list of addresses to choose from. Click on the property reference number by your address.

Please select the address of the property that the tenants are moving into

To select the property click on the Property Reference number below

Property Reference	Property Address
CWBB086BS04602	46 Rainhall Crescent, Barnoldswick, Lancashire, BB18 6BS

Step 11 – the next screen should show the address concerned. If it does, select 'Enter/Continue'. 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	<input type="text"/>	<input type="button" value="Find Address"/>
Number	<input type="text"/>	
Street Name	<input type="text"/>	
House Name	<input type="text"/>	
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	PBBB129LB00607	

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

If you get this message its means we don't show you as the landlord for this property on our records or, if we do, the names don't exactly match. Don't worry and please select 'Enter/Continue'

⚠ Landlord/Agent details you have entered do not match the details we currently hold. Please amend the details by using the 'View/Change Answers' button below, or select Enter/Continue if you wish to continue.


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Step 12 – Enter the number of adults that will be living at the property. In this example, we are showing 2 adults.

Questions screen

The number of occupants aged 18 or over in the new property

The new property is 46 RAINHALL CRESCENT, BB18 6BS

How many occupants aged 18 or over will be living at the * 

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


Note: If you enter 1 adult you will be asked if a Single Person Discount should be granted. Only confirm this if you are confident that only one adult will be living at the address. Otherwise, do not apply for this discount.


Step 13 – Enter the names of the new tenant(s)


Questions screen


The names of all the occupants aged 18 or over who are moving in

Please provide the names of the new tenants as listed on the tenancy agreement

Business name: 


Title 


Forename * 


Surname * 


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

Please provide the names of the new tenants as listed on the tenancy agreement


Business name: 

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

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Step 14 - Provide details of the tenants indicating if this property is their main home and their legal interest in it.


Questions screen


Details for Miss Allyssia Booth


The new property is 46 RAINHALL CRESCENT, BB18 6BS


Please enter the following

Is the property Allyssia's main home? * X ✓ 

What is Allyssia's relationship to the property? * 

Is Allyssia a student or related to a student? * X ✓ 

Is Allyssia severely mentally impaired? * X ✓ 


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


Questions screen


Details for Mr Ashley Eden


The new property is 46 RAINHALL CRESCENT, BB18 6BS


Please enter the following

Is the property Ashley's main home? * X ✓ 

What is Ashley's relationship to the property? * 

Is Ashley a student or related to a student? * X ✓ 

Is Ashley severely mentally impaired? * X ✓ 

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

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Step 15 – indicate if the property is let furnished or not

Questions screen

New property let furnished

The new property is 46 RAINHALL CRESCENT, BB18 6BS

Is the new property let furnished? * i

View/Change Answers
Exit/Save
Enter/Continue

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

Step 16 – Enter the tenancy start date

Questions screen

Tenancy start date

The new property is 46 RAINHALL CRESCENT, BB18 6BS

What is the tenancy start date? * i

View/Change Answers
Exit/Save
Enter/Continue

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

Step 17 - Enter a forwarding address from the previous tenant, if known

Questions screen

Previous resident's forwarding address

Are you able to provide details of the previous resident's forwarding address? * i

View/Change Answers
Exit/Save
Enter/Continue

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


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Complete the details for the forwarding address


Questions screen


Previous resident's name and forwarding address


Please enter the last name of one of the previous residents if known


Last name 


Please enter the previous resident's new address below


Address line 1: 

Address line 2: 

Address line 3: 

Address line 4: 

Address line 5: 


Address postcode: 


Step 18 – 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

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Step 19 – 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 -

Your Request Succeeded

Details

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

That's it. You have now reported a new tenant(s) moving into your property.

Trouble shooting

Q. I am getting a message stating the property cannot be found.

A. Ensure you put a space between the first and second part of the postcode.

Is the address within the Burnley area? You can check this at www.gov.uk/find-your-local-council

Is the property a new build? If so, it may not have been assessed for Council Tax yet. You can check this at www.voa.gov.uk

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