

COUNCIL TAX ONLINE – LANDLORD REPORTING A TENANT MOVING OUT

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 vacating tenants;
- ✓ The end date of their tenancy;
- ✓ Date of vacation, if different;
- ✓ Forwarding address for the vacating tenants, if known

How to report a tenant moving out

Step 1 – go 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

Step 4 – Select ‘New Notification’

New Notification

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


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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 *


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


Step 6 – Enter your full name and contact details.


Questions screen


Landlord's name and contact details

Please enter either the business name or forename and surname:


Business name: 


Title: 


Forename: 


Surname: 

Please enter a contact phone number and an email address:

Phone number: 

Email: 

Confirm email address 

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


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Step 7 – Enter your address


Questions screen


Landlord's address details


Please enter the address:


Address line 1: * 14 Arnold Street 


Address line 2: Burnley 

Address line 3: 

Address line 4: 

Address line 5: 

Address postcode: * BB16 4ST 


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


Step 8 – Select 'New Tenants moving out of 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 tenant moving out

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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 the relevant address.

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

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 of the property that the tenants are moving from

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

Postcode

Number

Street Name

House Name

Address line 1: 46 RAINHALL CRESCENT

Address line 2: BARNOLDSWICK

Address line 3: LANCASHIRE

Address line 4:

Address line 5:

Address postcode: BB18 6BS

Property reference number CWBB086BS04602

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

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

If you get this message it 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 names of the tenant(s) who are or will be leaving the property. In this example there are two tenants


Questions screen

Please enter the name of each tenant who is moving out of the property

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


Title: 


Forename: * 


Surname: * 

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


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

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


Step 13 – Indicate if the property is let furnished or not

Questions screen

Property let furnished

The old property is 46 RAINHALL CRESCENT, BB18 6BS

Is the old property let furnished? * 

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

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Step 14 – Enter the end date of the tenancy and indicate if this is the same as the tenant's vacation date. If not you will be asked to provide that date

Note: Whilst the wording refers to 'your moving out date' this in fact relates to the date the tenants moved out.

Questions screen

Tenancy end date

The old property is 46 RAINHALL CRESCENT, BB18 6BS

What is the tenancy end date? * i

Is this your moving out date? * i

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

Step 15 – State if you have new tenants for the property. If you do you will need to report this as a new and separate notification. See the guide 'Landlord reporting a tenant moving in'

Questions screen

New tenants moving into the old property address

The old property is 46 RAINHALL CRESCENT, BB18 6BS

Do you have any new tenants for this address? * i

If so

After completing this process, please let us know who has moved in using the "New tenants moving into a property" option

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

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Step 16 – If known, provide a forwarding address for the vacating tenants

Questions screen

New property address details

Please enter the new address details below

Postcode	<input type="text" value="BB9 6BA"/>	<input type="button" value="Find Address"/>
Number	<input type="text" value="3"/>	
Street Name	<input type="text"/>	
House Name	<input type="text"/>	

Step 17 – Provide any additional details about the new tenants. Do this for each tenant.

Questions screen

Details for Mr Robin Turner

For the new property 3 MIDDLETON DRIVE, BB9 6BA

Please enter the following

Is the property Robin's main home?	*	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="button" value="i"/>
What is Robin's relationship to the property?	*	<input type="text" value="tenant"/>	<input type="button" value="v"/>			<input type="button" value="i"/>
Is Robin 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 checked="" type="radio"/>	<input type="button" value="i"/>
Is Robin a student or related to a student?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>
Is Robin severely mentally impaired?	*	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="button" value="i"/>


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

Step 18 – Provide details about when the new tenants are due to move in

Questions screen

New property furnished details

For the new property 3 MIDDLETON DRIVE

What is the start date of the tenancy agreement? * 

Is the new property let furnished? * 


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


Step 19 – Provide details about the landlord or letting agent if you have this available

Questions screen

Landlord details

For the new property 3 MIDDLETON DRIVE

Are you able to provide details of the landlord at the new property? * 


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


Step 20 – Please provide any additional 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 21 – 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 -

Complete

Your unique reference number is: TV6TU6EZ145

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

[Click here](#) to start a new notification.

That's it. You have now reported a tenant(s) moving out of your property. A new account in your name will be created and a bill sent to you, unless new tenants are also reported as moving in on the same day.

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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