

COUNCIL TAX ONLINE – OWNER/OCCUPIER MOVING INTO BURNLEY

Introduction

This guide provides a step by step instruction on how an owner can report a purchase of a property in Burnley. It includes a trouble shooting guide to help with any problems.

To do this you will need to provide –

- ✓ Your full name and those of others who have purchased the property and moved in with you;
- ✓ The date of purchase;
- ✓ Date of occupation, if different;
- ✓ Forwarding address of the previous owner, if known;

How to report a purchase of a property in Burnley

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

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 'Owner'. 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 provide either a contact phone number and/ or an email address. You can at this point opt for paperless billing and have bills sent by email.

Questions screen

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

Switch to paperless billing? *

Email address

Confirm email address

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Step 7 – From the next screen as shown below select ‘Buying or Selling a Property’

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)

Start

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)

Start

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)

Start

Change Personal Details ⓘ
(The name on my Council Tax bill is incorrect due to a name change or a typing error)

Start

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)

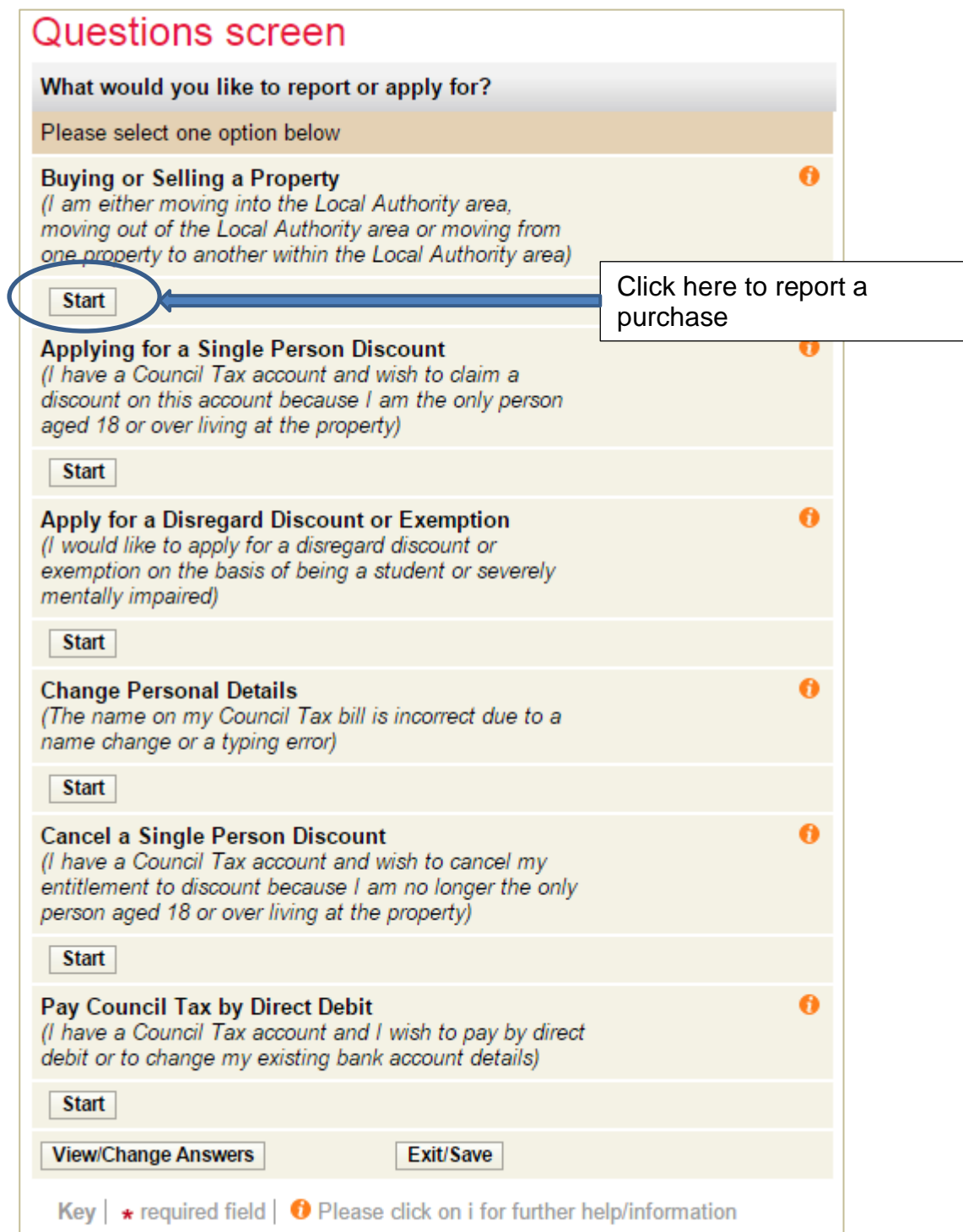
Start

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)

Start

View/Change Answers **Exit/Save**

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



The screenshot shows a 'Questions screen' with several options. The first option, 'Buying or Selling a Property', is highlighted with a blue circle around its 'Start' button. A blue arrow points from a callout box on the right to this button. The callout box contains the text 'Click here to report a purchase'. Below the 'Start' button for 'Buying or Selling a Property' are buttons for 'View/Change Answers' and 'Exit/Save'. At the bottom, there is a key indicating that an asterisk (*) denotes a required field and an 'i' icon provides further help/information.

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Step 8 – Select the radio button with a cross to show you have purchased a property in Burnley.

Questions screen

Further information for buying or selling a property

You have selected that you are buying or selling a property

Are you selling a property in the local authority area? * X ✓ ⓘ

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

Step 9 – Enter the address of the property and select 'Find Address'

Questions screen

Address details

Please select the address of the property that you are buying

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	BB12 9LE	<input type="button" value="Find Address"/>
Number	<input type="text"/>	
Street Name	<input type="text"/>	
House Name	<input type="text"/>	

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

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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 address.

Please select the address of the property that you are buying

To select the property click on the Property Reference number below

Property Reference	Property Address
PBBB129LB00503	Barley House Cottage, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB02104	Barley House Farm, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0040A	Fairfield, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0070B	Lea View, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB003003	Meadow Bank, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB00607	Ramatville Barley House, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0320B	Wilkinson's Farm, Barley, Burnley, Lancashire, BB12 9LB

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

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 PBBB129LB00607

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

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Step 12 – Indicate how many adults will be living at your new address. In this example we are using 2 people. If there is only one you will be asked if you wish to apply for a Single Person Discount

Questions screen

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

Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB

How many occupants aged 18 or over will be living at your new property? (If the property will be empty please enter '0'). * ⓘ

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

Step 13 – Enter the full names of the adults who have or will be moving into the property.

Questions screen

The name of the occupant aged 18 or over who is moving in

Please enter the name of the person who is potentially liable to pay Council Tax at this property

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 adults i.e. is the property their main home, their legal interest and if they are in a partnership with another resident.


Questions screen


Details for Mrs Susan Fletcher


Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB


Please enter the following

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

What is Susan's relationship to the property? * 

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

Is Susan severely mentally impaired? * X ✓ 


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


Step 15 – Enter the date of purchase and indicate if this is the same as the moving in date. If different you will be asked for that date.


Questions screen

Property purchase date

Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB

What is your completion date? * 

Is this your moving in date? * X ✓ 


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


Step 16 – If only one person is moving in, you may be eligible for Single Person Discount. If you are please tick and a new further questions will appear

Questions screen

Single Person Discounts

If you wish to apply for a single person discount please tell us here

Apply for a single person discount * X ✓ 

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


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Step 19 - If you do know the address from the previous owner you will be presented with this screen


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 20 – 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 21 – You will now be shown a summary screen

Summary screen

Self Serve Notification

The self serve notification is complete

You have reported a new property purchase RAMATVELLE BARLEY HOUSE, BB12 9LB

Please continue to the next page to submit your notification.

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

Step 22 - 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 showing your new account number..

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 reported moving into your new address. You can now set up a Direct Debit for your new Council Tax account. A bill showing your Council Tax and the instalments to pay will be sent to you.

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Troubleshooting

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