

## COUNCIL TAX ON LINE – OWNER/OCCUPIER MOVING OUT OF BURNLEY

### Introduction

This guide provides a step by step instruction on how an owner can report a sale of their property. It includes a trouble shooting 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 of sale;
- ✓ Date of vacation, if different;
- ✓ Your forwarding address;
- ✓ Name of the purchaser(s)

### How to report a sale of your property

**Step 1** – go the Council Tax home page at [www.burnley.gov.uk/counciltax](http://www.burnley.gov.uk/counciltax)

**Step 2** – select the ‘Council Tax online’ icon

[www.burnley.gov.uk/counciltaxonline](http://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 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'

### 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

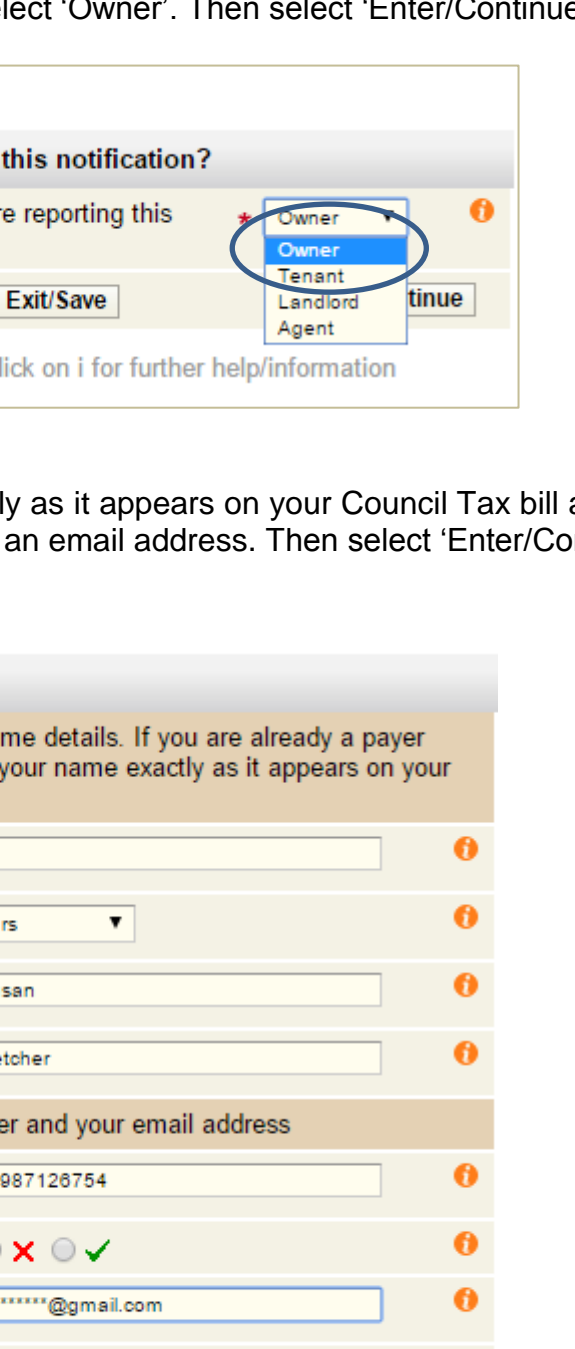
Please enter your contact phone number and your email address

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

Click here to report a purchase

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**Step 8** – Select the radio button with a tick to show you have bought your property

**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? \*

[View/Change Answers](#)   [Exit/Save](#)   [Enter/Continue](#)

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

**Step 9** – Enter your 8 digit account number and select 'Enter/Continue'

**Questions screen**

**Council Tax Reference Number**

**Council Tax Reference Number**

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

[View/Change Answers](#)   [Exit/Save](#)   [Enter/Continue](#)

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

**Step 10** – the next screen should show the address you are leaving. If it does, select 'Next'. If not search for the property again.

## Questions screen

**Address details**

Please select the address of the property that you are selling

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 'Next'


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**Step 11** – Enter the date of sale and indicate if this was or will be the moving out date. If not you will be asked to provide the date of vacation.


**Questions screen**

**Property sale completion date**

Your old property is 5 BEACON CLOSE, BB8 8BG

What is the sale completion date of your old property? \*  


Is this your moving out date? \*   


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

**Step 12** – Indicate if everyone who lived at the address is moving to the same address. If not you will be asked to provide forwarding addresses for each person who was jointly liable for the Council Tax.

**Questions screen**

**Everyone moving out together**

Is every person moving together to the same address? \*   

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

**Step 13** – If you are moving outside of the Burnley area select the radio button with the cross (X). If moving to an address within the area select the radio button with the tick (✓).

**Questions screen**

**Moving to another property within the local authority area**

Is the move to another property within the local authority area? \*   

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

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If moving to another address within Burnley you will be required to provide information about the date of purchase and the previous owner. See the guide 'Owner/Occupier moving into Burnley'

### Step 14 – Enter your forwarding address

**Questions screen**

**New property address details**

Please enter the new address details below

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

### Step 15 – Provide the name(s) of the purchaser(s). To show a second name select 'Add Another'

**Questions screen**

**Purchaser name and contact details**

Click the add button below to add a new item, or click the enter button below to continue.

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

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**Step 16** – Provide the residency status of the property you are moving into.

**Questions screen**

**Residency status at the new property**

Your new property is 46 RAINHALL CRESCENT

What is your residency status at the new address? \*  ⓘ

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

**Step 17** – Please indicate the date you purchased your new property and if this is also the moving in date.

**Questions screen**

**New property details**

For the new property 46 RAINHALL CRESCENT

What is your purchase date of the new property? \*  ⓘ

Is this your moving in date? \*   ⓘ

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

**Step 18** – If known please supply the previous owners forwarding address. If ticked yes a new box will open for to add details.

**Questions screen**

**Previous resident's details**

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

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




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**Step 19** – If known please supply the previous owners Solicitor’s details. If ticked ‘yes’ a new box will open for to add details. If crossed no please click ‘continue’

**Questions screen**

**Purchaser’s solicitor details**

For the property 5 BEACON CLOSE, BB8 8BG

Are you able to provide details of the solicitor acting on behalf of the purchaser? \*      


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


**Step 20** – Please enter any other 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


**Step 21** – You now have an opportunity to review your answers and make any changes if necessary.

**Summary screen**

The Self Serve notification is complete

You have reported the sale of your property (5 BEACON CLOSE, BB8 8BG).

Please continue to the next page to submit your notification.

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

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**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.

### 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 the sale of your property. A revised bill showing the closing balance will be sent to you.*

## Troubleshooting

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 on line to correct it by selecting 'Council Tax Update' on the Council Tax Online 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](mailto:customer.services@burnley.gov.uk) .