

COUNCIL TAX ONLINE – REQUESTING 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.

You may be required to provide more details and/or evidence if you want to have a discount backdated for an extensive period.

Introduction

This guide provides a step by step instruction on how to apply for a Single Person Discount through the Council Tax Online Service. 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 from which you become the sole adult resident;
- ✓ A forwarding address of any residents that have left your address, if relevant.

Note: A Single Person Discount can become requested in one of three circumstances i.e. someone has moved out leaving one adult, someone has passed away leaving one adult or a taxpayer has always been the only resident. In this guide we will be looking at the most common occurrence i.e. someone has moved out.

How to request 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’ link

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 ‘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’


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 

Email address 

Confirm email address 

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


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Step 7 – From the next screen as shown below select 'Applying for 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)


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

Click here to apply for a discount

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

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

Questions screen

Council Tax Reference Number

Please enter your Council Tax reference for the address at which you would like to apply for Single Person Discount if known.

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

24211729

View/Change Answers **Exit/Save** **Enter/Continue**

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 at which you would like to apply for Single Person Discount

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 **Find Address**

Number

Street Name

House Name

Address line 1: 21 SHERIDAN STREET

Address line 2: NELSON

Address line 3: LANCASHIRE

Address line 4:

Address line 5:

Address postcode: BB9 8JB

Property reference number MABB098JB02101

View/Change Answers **Exit/Save** **Enter/Continue**

If this is the right address select 'Next'

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Step 10 – Enter the date from which you were the sole adult resident and select the reason that you are applying for a discount.

Questions screen

Single person discount details			
On what date did you become the sole adult occupant at the address?	*	<input type="text" value="21 Mar 2016"/>	
Someone has moved out permanently	*	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	
I am reporting a bereavement	*	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	
I have always been the sole adult occupant at this address	*	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>			

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

Step 11 – Enter the name(s) of the adult who has left the property. If there is more than one click 'Add Another'

Questions screen

<input type="button" value="Add Another"/>		<input type="button" value="Delete"/>	
The names of the occupants aged 18 or over who are moving out			
Please enter the name here of the person(s) moving out of the property permanently. If their name is on your Council Tax bill, please enter it exactly as it appears on the bill.			
Title:		<input type="text" value="Mr"/>	
Forename:	*	<input type="text" value="Robert"/>	
Surname:	*	<input type="text" value="Hargreaves"/>	
<input type="checkbox"/> To delete this item, activate this field and use the "Delete" button			
<input type="button" value="Add Another"/>		<input type="button" value="Delete"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>			

Step 12 – Indicate if the vacating adult is moving to an address within or outside of Burnley. In this example we are showing they are moving out of the area -








Questions screen

Moving within the local authority area for Mr Robert Hargreaves			
Is Robert moving within the local authority area?	*	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>			

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Step 13 – Enter the forwarding address for the vacating adult (see over)

Questions screen

New property address details for Mr Robert Hargreaves		
Please enter Robert's new address		
Address line 1:	<input type="text" value="24 Alexander Street"/>	
Address line 2:	<input type="text"/>	
Address line 3:	<input type="text" value="Salford"/>	
Address line 4:	<input type="text" value="Manchester"/>	
Address line 5:	<input type="text"/>	
Address postcode:	<input type="text" value="M4 3TT"/>	
Property reference number		

Step 14 – 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	<input type="text" value="Partner has moved out"/>	
<input type="button" value="View/Change Answers"/>	<input type="button" value="Exit/Save"/>	<input type="button" value="Enter/Continue"/>

You will now see a summary screen

Summary screen

The Self Serve notification is complete		
Your request to claim single person discount has been collected.		
Please continue to the next page to submit your notification.		
<input type="button" value="View/Change Answers"/>	<input type="button" value="Exit/Save"/>	<input type="button" value="Continue"/>

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

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Step 15 – 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

Your new account reference is 2421176-5

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 requested a Single Person Discount. A revised bill showing your instalments will be sent to you.


If the vacating resident was jointly liable a new account in the sole name of the remaining resident will be created.

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 online 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.