

COUNCIL TAX ONLINE GUIDES

COUNCIL TAX ONLINE – SETTING UP A DIRECT DEBIT

Important: Only monthly payments by Direct Debit can be set up online for current Council Tax accounts. It cannot be used for closed accounts.

We do also offer weekly and fortnightly Direct Debits but to set these up you will need to contact the Council Tax Office.

Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to set up a Direct Debit. It includes a troubleshooting guide to help with any problems.

To amend an existing Direct Debit e.g. due to a change of bank you should follow these instructions and the new Direct Debit instruction will replace the existing one.

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;
- ✓ Your bank account number and sort code
- ✓ The name of the bank account
- ✓ Your preferred payment date

How to set up a Direct Debit

Step 1 – go to 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 Notification’ 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'

Note: Landlords and Agents cannot set up Direct Debits online.

Questions screen

In what capacity are you reporting this notification?

Please select in which capacity you are reporting this notification

* Owner

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'

Note: If you have not already done so you can elect to switch to paperless billing and future bills will be sent to your email address.

Questions screen

Name and contact details

Business name

Title

Forename

Surname

Contact phone number

Email address

Confirm email address

Step 7 – From the next screen as shown below select 'Pay Council Tax by Direct Debit'

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What would you like to report or apply for?

Please select one option below

Buying or Selling a Property i

(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

(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

(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 i

(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

(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

(I have a Council Tax account and I wish to pay by direct debit or to change my existing bank account details)

Start

Click here to set up Direct Debit

Step 8 – Enter your 11 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 pay by Direct Debit if known

Council Tax Reference Number i

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

23474768

View/Change Answers

Exit/Save

Enter/Continue

Step 9 – the next screen should show the address you are after. 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 pay by Direct Debit

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:	48 RAINHALL CRESCENT	
Address line 2:	BARNOLDSWICK	
Address line 3:	LANCASHIRE	
Address line 4:		
Address line 5:		
Address postcode:	BB18 6BS	
Property reference number	CWBB088BS04602	

If this is the right address select 'Next'

Step 10 – Read the next page carefully and if you are able to set up a Direct Debit select 'Next'. If you need a paper mandate to set up a Direct Debit click on 'Direct Debit Form'

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IMPORTANT: PLEASE READ IN FULL BEFORE PROCEEDING

You can arrange to have your Council Tax paid by Direct Debit.

You are protected by the Direct Debit safeguards and guarantees.

No changes in the amount, date or frequency to be debited can be made without notifying you at least ten working days in advance of your account being debited.

In the event of any error, you are entitled to an immediate refund from your bank or building society. You have the right to cancel a Direct Debit Instruction at any time simply by writing to your bank or building society, with a copy to us.

In order to set up a direct debit on-line you will need to provide the bank account number, sort code and name of the account.

If this is a personal account you **must** be an account holder and be the **only** person required to authorise a direct debit on the account you are going to use.

If this is a business account and you are acting on behalf of a company, the company **must** be the account holder and you **must** be the only person required to authorise a direct debit on the account.

If the above is the case select **Enter/Continue** to set up your direct debit on-line.

Otherwise click here to download and complete the paper form [Direct Debit Form](#)

[Paper Direct Debit](#)

Exit

Next

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Step 11 – Enter your bank account number, the bank sort code and the name on the bank account.

From the drop down list select your preferred payment date and frequency.

- 20th day of the month by 10 instalments (April to January)
- Last day of the month by 10 instalments (April to January)
- First day of the month by 12 instalments (April to March)

You need to also select you preferred payment date and frequency for the following year and then select 'Next'

Bank account details and payment date

Please enter your bank or building society account details

Bank/building society account number * ⓘ

Branch sort code in the format '000000' * ⓘ

Name of account holder * ⓘ

Please select the date you wish to start direct debit payments for your 2015/16 bill

2015/16 Payment date *
31 April 2015 Direct Debit up to 10 Months
1 April 2015 Direct Debit up to 12 Months

Please select the date you wish to start direct debit payments for your 2016/17 bill

2016/17 Payment date *

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Step 12 – 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](#)

Exit

Submit

You should now see the following screen –

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.

Exit

Enter/Continue

That's it. You have now set up a Direct Debit. A letter to confirm this and a revised bill showing your instalments 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 online to correct it by selecting 'Council Tax Update' on the Council Tax Online home page.


Q. I am getting a message saying my sort code is invalid.

A. The Council Tax system checks if you have entered a valid sort code. Please check and re-enter.

Q. I am getting a message saying my bank/building society account is invalid.

A. The Council Tax system checks if you have entered an account number. Please check and re-enter. Do you have an account that allows Direct Debits?

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