

COUNCIL TAX ONLINE – TENANT MOVING INTO BURNLEY

Introduction

This guide provides a step by step instruction on how an owner can report a new tenancy for a property in Burnley. It includes a troubleshooting guide to help with any problems.

To do this you will need to provide –

- ✓ Your full name and those of others who have moved into the property;
- ✓ The start date of tenancy;
- ✓ Date of occupation, if different;
- ✓ Name and address of the landlord;
- ✓ Details of any addresses in Burnley where you or other residents were liable for the Council Tax

How to report a new tenancy 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 '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 full name and provide either a contact phone number and/ or an email address.


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 

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Step 7 – From the next screen as shown below select 'Everyone moving in or out of a property'

Questions screen

What would you like to report or apply for?

Please select one option below

- Everyone moving in or out of a property** ⓘ
(I am either moving into this Local Authority area, moving out of this Local Authority area, or moving from one property to another within this 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)

Click here to report a new tenancy


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Step 8 – Select the radio button with a cross to show you are moving into a property

Questions screen

Further information for everyone moving in or out of a property

You have selected that everyone is moving in or out of a property

Are you moving out of 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-

Questions screen

Address details

Please select the address of the property that you are moving to

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

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 your address.

Please select the address of the property that you are moving to

To select the property click on the Property Reference number below

Property Reference	Property Address
WDBB088BG00503	5 Beacon Close, Colne, Lancashire, BB8 8BG

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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 you are moving to

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:	5 BEACON CLOSE	
Address line 2:	COLNE	
Address line 3:	LANCASHIRE	
Address line 4:		
Address line 5:		
Address postcode:	BB8 8BG	
Property reference number	WDBB088BG00503	

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

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 5 BEACON CLOSE, BB8 8BG

How many occupants aged 18 or over will be living at your new property? * ⓘ

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





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

Questions screen





The names of all the occupants aged 18 or over who are moving in

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

Business name:	<input type="text"/>	
Title	<input type="text" value="Mr"/>	
Forename	* <input type="text" value="Charles"/>	
Surname	* <input type="text" value="Fletcher"/>	

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

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

Business name:	<input type="text"/>	
Title	<input type="text" value="Mrs"/>	 <
Forename	* <input type="text" value="M"/>	 <
Surname	* <input type="text" value="Fletcher"/>	 <

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

COUNCIL TAX ONLINE GUIDES

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 M Fletcher

Your new property is 5 BEACON CLOSE, BB8 8BG

Please enter the following

- Is the property M's main home? * X ✓ 
- What is M's relationship to the property? * 
- Is M married, cohabiting or in a civil partnership with a liable person within the dwelling? * X ✓ 
- Is M a student or related to a student? * X ✓ 
- Is M severely mentally impaired? * X ✓ 

[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Questions screen

Details for Mr Charles Fletcher

Your new property is 5 BEACON CLOSE, BB8 8BG

Please enter the following

- Is the property Charles's main home? * X ✓ 
- What is Charles's relationship to the property? * 
- Is Charles married, cohabiting or in a civil partnership with a liable person within the dwelling? * X ✓ 
- Is Charles a student or related to a student? * X ✓ 
- Is Charles severely mentally impaired? * X ✓ 

[View/Change Answers](#)

[Exit/Save](#)


[Enter/Continue](#)

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Step 15 – indicate if any of the adults moving in have been liable for the Council Tax previously in Burnley. If so, you will be asked for the address concerned

Questions screen

Previous property


Has any of your household paid Council Tax in the local authority area before? * X ✓ 


Step 16 – Enter the tenancy start date and indicate if that's the same as the moving in date. If not you will be asked to provide that date.


Questions screen

Tenancy start date

Your new property is 5 BEACON CLOSE, BB8 8BG

What is your tenancy start date? * 


Is this your moving in date? * X ✓ 


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

Step 17 – Indicate if you have a forwarding address for the previous resident, or, if you do not, contact details for the landlord or the agent.

Questions screen

Previous resident's forwarding address

Are you able to provide details of the previous resident's forwarding address? * X ✓ 

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

Step 18 – Indicate if you have contact details for the landlord or the agent.

Questions screen

Landlord's details

Your new property is 5 BEACON CLOSE, BB8 8BG

Are you able to provide contact details for the landlord of your new property? *

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

If you do know the address for the previous resident 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:


If you know the details for the landlord or agent you will be presented with this screen –


Questions screen


Landlord's name and contact details

Please enter either the landlord's business name or forename and surname:


Business name: 


Title: 


Forename: 

Surname: 

Please enter the landlord's contact phone number and email address:

Phone number: 

Email: 


Confirm email address 

Step 19 – 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 

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Step 20 – Review the summary screen and if OK click ‘Continue’

Summary screen

Self Serve Notification

The self serve notification is complete

You have reported a household moving into a new 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

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 showing your new account number..

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.

Exit

Enter/Continue

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.

COUNCIL TAX ONLINE GUIDES

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 customerservices@burnley.gov.uk