

COUNCIL TAX ONLINE – TENANT MOVING OUT OF PROPERTY

Introduction

This guide provides a step by step instruction on how a tenant can report the end of their 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 out of the property;
- ✓ The end date of your tenancy;
- ✓ Date you actually left, if different;
- ✓ Name and address of the landlord;

How to report the end of a 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 out of 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? *

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 – Tick if you are able to provide the details of the landlord. If the property is managed by an agent select the cross, and you will be taken to a alternate screen to complete the agents details.

Questions screen

Landlord's details

Are you able to provide the details of the landlord of the old property? *

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

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Step 13 – Enter the name of the landlord and their contact details

Questions screen

Landlord's name and contact details for the old property 13 HIGGIN STREET, BB8 9AX

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: ⓘ

Step 14 – Enter the address for the landlord

Questions screen

Landlord's address details for the old property 13 HIGGIN STREET, BB8 9AX

Please enter the landlord's address:

Address line 1: ⓘ

Address line 2: ⓘ

Address line 3: ⓘ

Address line 4: ⓘ








Address line 5: ⓘ

Address postcode: ⓘ

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Step 15 – Enter the address you are moving to

Questions screen

New property address details		
Please enter the new address details below		
Address line 1:	<input type="text" value="54 Pendle Avenue"/>	
Address line 2:	<input type="text" value="Pendle"/>	
Address line 3:	<input type="text"/>	
Address line 4:	<input type="text"/>	
Address line 5:	<input type="text"/>	
Address postcode:	<input type="text" value="BB12 8AX"/>	
Property reference number		
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>		

Step 16 – Provide any further information if relevant.

Questions screen

Further information		
Please enter any other information that you feel you need to tell us		
Any other relevant information	<input type="text"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>		

Step 17 – You have completed the notification.

Summary screen

The Self Serve notification is complete		
You have reported that everyone has moved out of the property (13 HIGGIN STREET, BB8 9AX).		
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"/>		

Step 18 – 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](#)

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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 customerservices@burnley.gov.uk