

# COUNCIL TAX ONLINE GUIDES

---

## COUNCIL TAX ONLINE – VIEWING YOUR ACCOUNT and NOTICES

### Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to view your Council Tax account and Notices. 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; and
- ✓ Your 10 character Online Key as shown on your latest Council Tax Bill or Notice.

### How to view your account and notices

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’ text

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

Step 3 – select the ‘Account Details’ option

**Account Details**

Use your Council Tax Reference Number or your Business Rates Reference Number and your Online Key to view:

- Your Payment History
- A Breakdown of charges and payments for any year
- Copies of any reminders or bills we have sent to you

# COUNCIL TAX ONLINE GUIDES

Step 4 – Input the address of the property subject to Council Tax

**Find Property**

**Address details**

Please select the address of the property

Postcode	<input type="text" value="BB9 6BA"/>	<input type="button" value="Find Address"/>	
Number	<input type="text" value="3"/>		
Street Name	<input type="text"/>		
House Name	<input type="text"/>		
Domestic or Commercial *	<input type="text" value="Domestic"/>		

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 5 – 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.

**Find Property**

Please select the address of the property.

To select the property click on the Property Reference number below

Property Reference	Property Address
<a href="#">BCBB096BA00308</a>	3 Middleton Drive, Barrowford, Nelson, Lancashire, BB9 6BA

Step 6 – the next screen should show the address you are after. If it does, select 'Next'. If not search for the property again.

### Find Property

**Address details**

Please select the address of the 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"/>		
Domestic or Commercial *	<input type="text" value="Domestic"/>		

Address line 1: 3 MIDDLETON DRIVE

Address line 2: BARROWFORD

Address line 3: NELSON

Address line 4: LANCASHIRE

Address line 5:

Address postcode: BB9 6BA

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

# COUNCIL TAX ONLINE GUIDES

Step 7 (see over) Enter –

- Your name as it appears on your Council Tax Bill or Notice
- Your 11 digit Council Tax account number
- The 10 character Online key as shown on your latest bill or notice

Then select 'Next'

## Enter Account Details

**Account details**

Please enter your full name or business name details.

Business Name	<input type="text"/>	
Title	<input type="text" value="Mr"/>	
Forename	<input type="text" value="Anthony"/>	
Surname	<input type="text" value="Fletcher"/>	

Please enter your account reference excluding any spaces, hyphens or special characters

Account Reference	<input type="text" value="23898154"/>	
-------------------	---------------------------------------	--

Please enter the Online Key from your last bill or recovery notice

Online Key	<input type="text" value="JA8JYNI4DV"/>	
------------	---	--

*Important: This information must match exactly what is shown on our records. Take care when entering the Online key and watch out for characters that can easily be mistaken i.e. letter 'O' and the number '0'; letter 'l' and the number '1'.*

# COUNCIL TAX ONLINE GUIDES

Step 8 – You will be presented with a number of options as shown overleaf.

To view your account, select ‘View Account Details’. To see the notices sent select ‘View Account Notices’

**Options**

**Account 23898154**

Account details

Account period	06/08/2013 to (open)	
Account address	3 Middleton Drive, Barrowford, Nelson, Lancashire, BB9 6BA	
Balance	£3,111.72	<a href="#">Select Another Account</a>

Please select one of the options below

**View account details**  
*(Please select this option if you would like to view your account summary, check your account balance, view your instalments due and the payments received against your account.)*

[Start](#) Click here to view your account

**View account notices**  
*(Please select this option if you would like to view bills and recovery notices that have been issued to you.)*

[Start](#) Click here to view your notices

**Update your contact details**  
*(Please select this option if you wish to amend your contact details which are held against your account such as telephone numbers or email addresses.)*

[Start](#)

**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)*

[Start](#)

# COUNCIL TAX ONLINE GUIDES

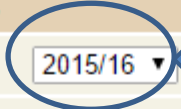
What you will see when viewing your account

You will see a summary of the Council Tax charge, details of instalments due and payment made -

## Account Summary

**Account 23898154**

Account details

Year **2015/16** 

Account period 06/08/2013 to (open)

Account address  
3 Middleton Drive, Barrowford, Nelson, Lancashire, BB9 6BA

Annual summary

Description	Amount
Liabilities	£2,731.99
Payments	£-2,458.99
Outstanding Balance	£273.00

Payment details

Payment method Direct Debit Payments

Payment frequency Monthly

Instalments

Instalment Date	Amount
30/04/2015	£274.99
31/05/2015	£273.00
30/06/2015	£273.00
31/07/2015	£273.00
31/08/2015	£273.00
30/09/2015	£273.00
31/10/2015	£273.00
30/11/2015	£273.00
31/12/2015	£273.00
31/01/2016	£273.00

You can see other years by selecting here

# COUNCIL TAX ONLINE GUIDES

You can also view previous payments.

Payments made		
Payment Processed Date	Description	Amount
30/04/2015	Direct Debit Receipt	£-274.99
01/06/2015	Direct Debit Receipt	£-273.00
30/06/2015	Direct Debit Receipt	£-273.00
31/07/2015	Direct Debit Receipt	£-273.00
01/09/2015	Direct Debit Receipt	£-273.00
30/09/2015	Direct Debit Receipt	£-273.00
02/11/2015	Direct Debit Receipt	£-273.00
30/11/2015	Direct Debit Receipt	£-273.00
31/12/2015	Direct Debit Receipt	£-273.00

[Print Payments](#) [View More Payments](#)

[Exit](#) [Close](#)

# COUNCIL TAX ONLINE GUIDES

What you will see when viewing your notices

You will see a summary of the last notice sent.

### Notice Summary

**Account 23898154**

**Notice Details**

Type: Bill

Date: 09/03/2016

To: Mr Anthony Trevor Fletcher & Mrs Sandra Fletcher

Account address: 3 Middleton Drive, Barrowford, Nelson, Lancashire, BB9 6BA

Reason:

Outstanding Amount: £2,838.72

Arrears Amount: £273.00

Total Amount you owe: £2,838.72

[Select Another Notice](#)

**Council Tax Band**

Band: G

Disabled Band:

**Precepts**

Description	Amount	Percentage Increase
Lancashire C.C.	£1,930.03	2.5%
Borough Of Pendle	£408.65	2.0%
Barrowford P.C.	£82.70	10.0%
Lcc Adult Social Care	£36.67	
Lancashire Fire Auth.	£110.27	2.0%
Lancs Police & Crime Comm	£270.40	2.0%
<b>Total</b>	<b>£2,838.72</b>	

**Charge Details**

Description	Start Date	End Date	Amount
Charge For Period Band G	01/04/2016	31/03/2017	£2,838.72
<b>Total</b>			<b>£2,838.72</b>

**Further Information**

Memorandum Note  
Your instalments for 2016/17 do not include your 2015/16 account balance  
As at 12/02/2016 your 2015/16 Council Tax account balance is 273.00

**Instalments**

First instalment due on 30/04/2016 1 X 282.72  
Other instalments due on 31/05/2016 to 31/01/2017 9 X 284.00  
Last instalment due on 31/01/2017 1 X 284.00

[Exit](#) [Close](#)

To see other notices click here.



## COUNCIL TAX ONLINE GUIDES

---

### Troubleshooting

Q. I don't have an Online key. Where is it?

A. Online keys are printed on all bills and notices, such as reminders. You need to use the one shown on your latest bill or notice. This is a security device to ensure that taxpayers can only access their records. If you can't find a key contact the Council Tax section who will send a new bill with a new key.


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 input the address correctly but I am getting a message saying it cannot be found?

A. Make sure you enter the property address as shown on the bill. This should be the address for which Council Tax is being charged. Check you have left a space between the first and second part of the post code and input the correct start of the address e.g. if the bill shows 'Apartment 22' then entering just '22' in the Number field will not find the property you are after.

Q. I have put in all my details but I am getting this message –

 The credentials you have entered are invalid

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 details. 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 [customerservices@burnley.gov.uk](mailto:customerservices@burnley.gov.uk).