

# Citizens Access - Revenues user guides

### Landlord - Tenants moving in/out

This guide shows landlords how to let us know that people are moving out of your property.

Under 'Are you a landlord or agent?' click to view services and select 'Tell us if a tenant has moved house'.

### Are you a landlord or agent?

If you are a landlord or agent you can tell us about a change in tenancy.

View landlord or agent services
 Tell us if a tenant has moved house

You'll need to say whether you're reporting the change as the landlord or as the landlord's agent. If you're the landlord, and have an agent, you'll need to give your agent's details. If you're an agent, you'll need to give the landlord's details.

## **Landlord or agent**

Are you a laı	ndlord or agent?
<ul><li>Landlord</li></ul>	○ Agent
Do you have	an agent?
○Yes	● No
Next	







As a landlord you'll be asked to confirm your details – name, home/contact address, and contact details.

s the landlord a pe	son or organisation?		
Organisation	<ul><li>Person</li></ul>		
Title			
Please select			
First name			
Last name			
Address			
UK postcode	Find address		
don't know the post	code Enter an address manu	ıally	
Contact telephone r	umber		
-			
Email address			



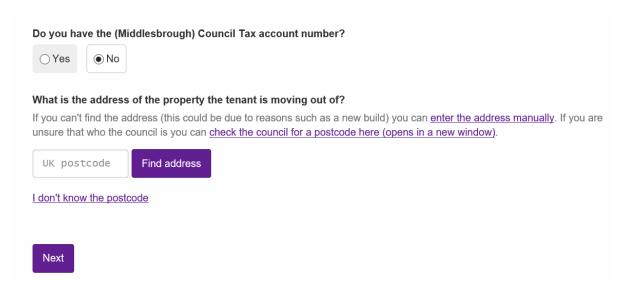
You'll then be given two options for what you're reporting: tenant(s) moving in or tenant(s) moving out.

# What do you want to report?



In both cases, you'll need to give the main tenant's name along with at least one contact number.

You'll then need to input the property address the change relates to. Enter the postcode, click 'Find address', and choose the right address.







You'll then need to confirm the tenancy start/end date for the tenant(s). If they moved in/out earlier or later than the actual tenancy start/end date, please also give this date. You can enter the date manually or click on the calendar to select the date.

On what date does the tenancy end? For example: 03 07 2020	
DD MM YYYY	
Is the tenancy end date also the date the tenant is moving out?	
Next	
Save and exit Cancel	

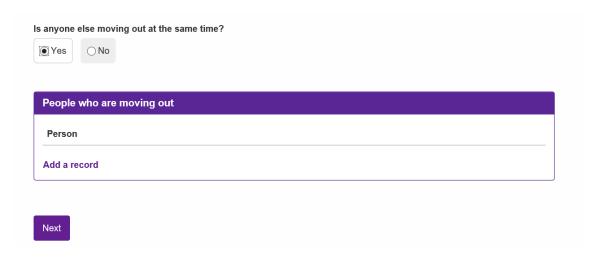
For tenants moving in – you'll be asked for further information. If you're uncertain of any of the answers, please select No.

You'll then be asked if anyone else is also moving in/out. If there is more than one tenant, select yes then click 'add a record' to add their details. Repeat as appropriate if there are multiple tenants.



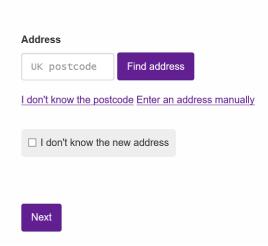


For tenant(s) moving out - when you click next, you can then say whether there are any tenants remaining in the property.



For tenant(s) moving out – you'll then be asked for the tenant's forwarding address/contact address. Again, enter the postcode and find address. You can also enter the address manually.

#### **Tenant's new address**







You then have the option to enter any other information you feel is needed.

Once you've done this, you'll be shown a summary of the information you're reporting. At this stage you can upload documents (for example, a tenancy agreement).

Review the information and, if you're happy, click 'agree' to the declaration and submit the changes.

