

## Revenues and Benefits Account user guides

### Change my address (property owner)

This guide shows you how to let us know that you're moving from one place in Middlesbrough to another. In this guide, we'll call the property you're selling the '**old property**' and the property you've bought the '**new property**'.

Go to 'Council Tax Notification'.

#### Property Enquiry

Check the Council Tax band or rateable value of a property and its annual charge.

[Start](#)

#### Account Details

View your account details and benefit claim details, and update your contact details using the e-Service key from your latest bill.

[Start](#)

#### Benefit Details

View your Council Tax Reduction and Housing Benefit claim details.

[Start](#)

#### Council Tax Notification

Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

[Start](#)

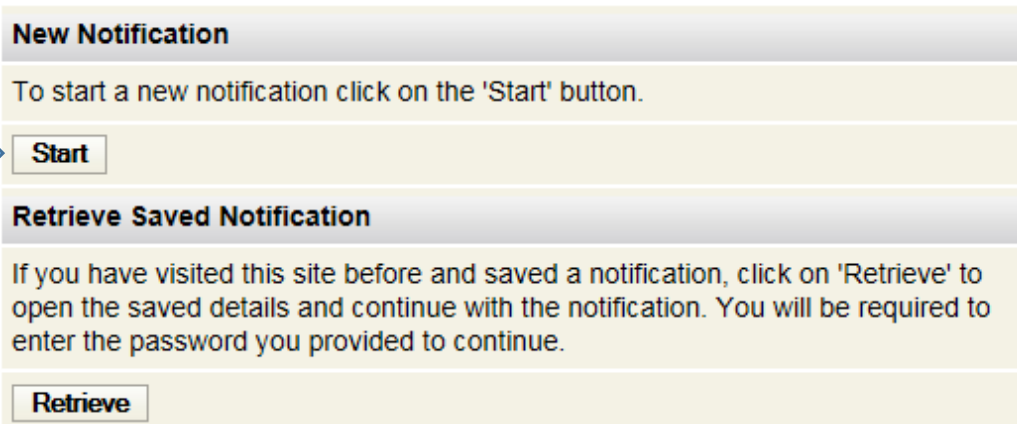
#### Business Rates

Apply to pay your Business Rates by Direct Debit.

[Start](#)



Go to 'New Notification'.



**New Notification**

To start a new notification click on the 'Start' button.

**Start**

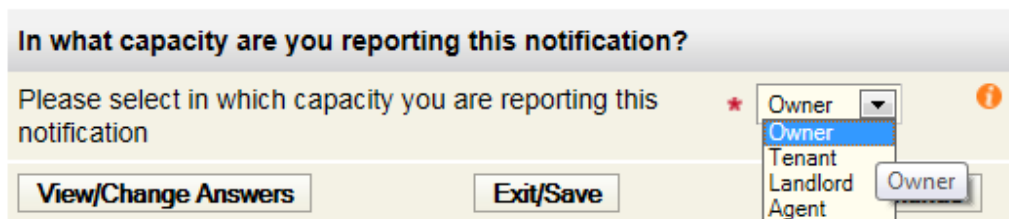
**Retrieve Saved Notification**

If you have visited this site before and saved a notification, click on 'Retrieve' to open the saved details and continue with the notification. You will be required to enter the password you provided to continue.

**Retrieve**

Select 'Owner' from the drop-down list, then click Enter/Continue.

## Questions screen



**In what capacity are you reporting this notification?**










Please select in which capacity you are reporting this notification

Owner  
Owner  
Tenant  
Landlord  
Agent

Owner

Enter your personal details, then click Enter/Continue.

## 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	<input type="text"/>	
Title	<input type="text"/>	
Forename	<input type="text"/>	
Surname	<input type="text"/>	
Please enter your contact phone number and your email address		
Home phone number	<input type="text"/>	
Mobile phone number	<input type="text"/>	
Work phone number	<input type="text"/>	
Email address	<input type="text"/>	
Confirm email address	<input type="text"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>		

Go to 'Buying or Selling a Property'.

## Questions screen

**What would you like to report or apply for?**

Please select one option below

**Buying or Selling a Property** ⓘ  
*(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 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)*

If the **old property** is in this local authority area (Middlesbrough), choose the tick, then click Enter/Continue.

## Questions screen

**Further information for buying or selling a property**

You have selected that you are buying or selling a property

Are you selling a property in the local authority area? \*    ⓘ

**View/Change Answers** **Exit/Save** **Enter/Continue**

If you're not selling a property in Middlesbrough please see the guidance on [how to register for Council Tax](#).

Enter the Council Tax Reference Number ('Account No.' on your bill) for the **old property**, then click Enter/Continue.

## Questions screen

### Council Tax Reference Number

Please enter your Council Tax reference for the address of the property that you are selling if known

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



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Make sure the details of the **old property** are right, then click Enter/Continue.

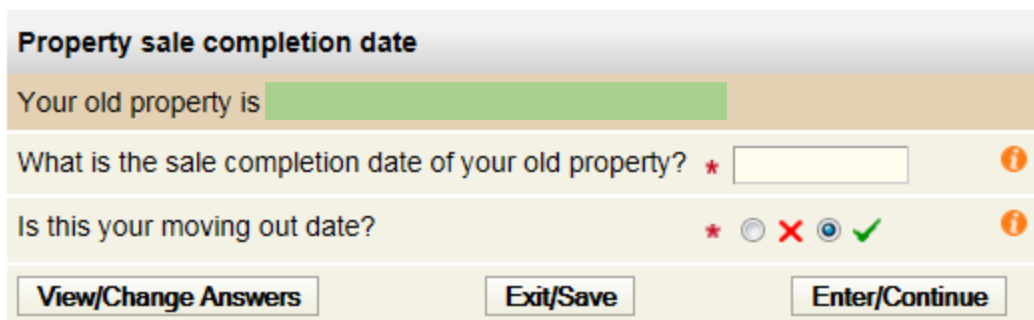
## Questions screen

Address details		
Please select the address of the property that you are moving from		
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:	<input type="text"/>	
Address line 2:	MIDDLESBROUGH	
Address line 3:	<input type="text"/>	
Address line 4:	<input type="text"/>	
Address line 5:	<input type="text"/>	
Address postcode:	<input type="text"/>	
Property reference number	<input type="text"/>	
<input type="button" value="View/Change Answers"/>	<input type="button" value="Exit/Save"/>	<input type="button" value="Enter/Continue"/>

Enter the date that the sale of the **old property** was completed, and say whether this date was also your moving out date, then click Enter/Continue.


If you moved out on a different date, and you know that date, enter it when you're asked, then click Enter/Continue.


## Questions screen



**Property sale completion date**

Your old property is

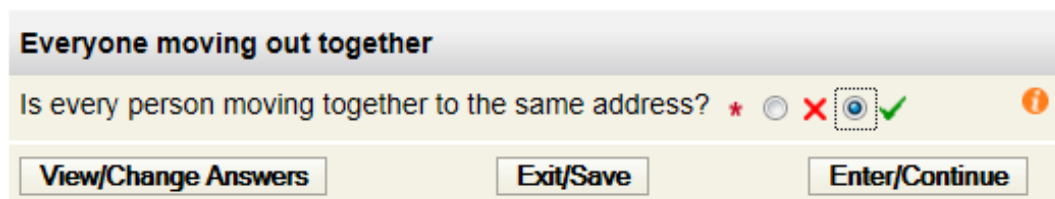
What is the sale completion date of your old property? \*  

Is this your moving out date? \*   


If everyone who lived at the **old property** is moving to the **new property**, choose the tick, then click Enter/Continue.

If not everybody is moving to the **new property**, choose the cross, then click Enter/Continue.

## Questions screen



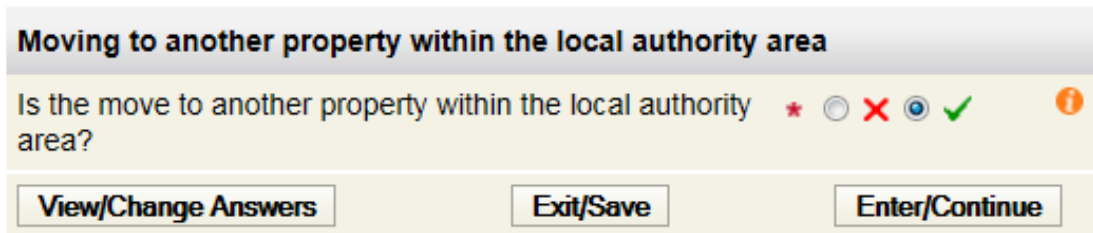
**Everyone moving out together**

Is every person moving together to the same address? \*   

If the **new property** is in this local authority area (Middlesbrough), choose the tick, then click Enter/Continue.

If the **new property** isn't in this local authority area (Middlesbrough), you need to fill in a [leaving Middlesbrough notification](#).

## Questions screen



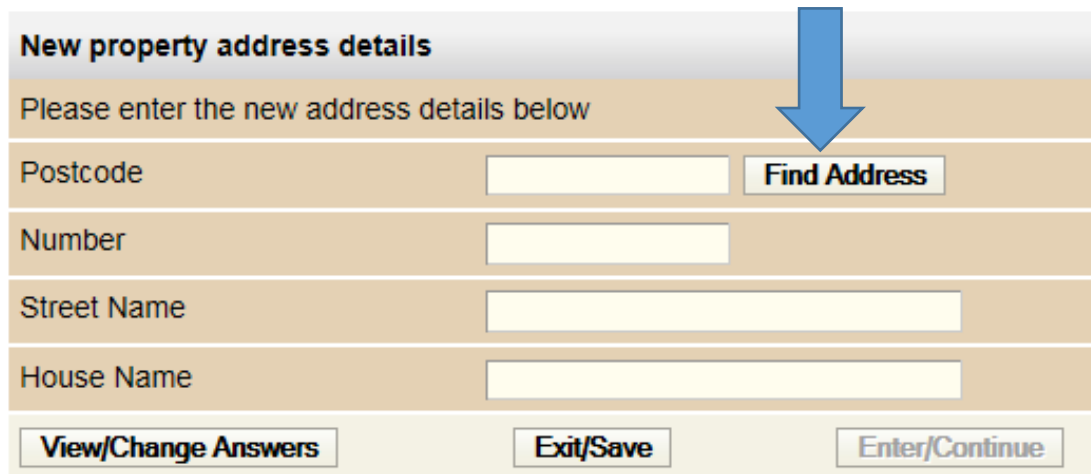
**Moving to another property within the local authority area**

Is the move to another property within the local authority area? \*

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

Enter the postcode and house name or number of the **new property**, then click Find Address.

## Questions screen



**New property address details**

Please enter the new address details below

Postcode  [Find Address](#)

Number

Street Name

House Name

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

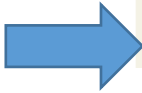
Click on the blue Property Reference number next to the address of the **new property**.



Please select the new address details below

To select the property click on the Property Reference number below. If your address does not appear below then click on the 'Enter address' button to type in your address and then click on 'Submit address'

Property Reference	Property Address
<a href="#">3183201404</a>	



Make sure the details of the **new property** are right, then click Enter/Continue.

## Questions screen

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

Choose 'Owner' from the drop-down list, then click Enter/Continue.


## Questions screen


Residency status at the new property		
Your new property is	<input type="text"/>	
What is your residency status at the new address? *	<input type="text" value="Owner"/> <input type="button" value="i"/>	
<input type="button" value="View/Change Answers"/>	<input type="button" value="Exit/Save"/>	<input type="button" value="Enter/Continue"/>

Enter the date you bought the **new property**, and say whether this date was also your moving in date, then click Enter/Continue.

## Questions screen

**New property details**

What is your purchase date of the new property? \*  

Is this your moving in date? \*    


If your moving in date was different, and you know what it was, choose the cross and enter the date when you're asked.

Say whether you're able to give the previous resident's new address, then click Enter/Continue.

## Questions screen

**Previous resident's details**

For the new property

Are you able to provide the previous resident's forwarding address details? \*    

Say whether you're able to give details of who bought the **old property**, then click Enter/Continue.

## Questions screen

**Purchaser details**

For the property

Are you able to provide details on who has purchased your old property?

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

If you can't give details of the buyer of the **old property**, say whether you're able to give details of their solicitor, then click Enter/Continue.

## Questions screen

**Purchaser's solicitor details**

For the property

Are you able to provide details of the solicitor acting on behalf of the purchaser?

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

Enter the names of everyone aged 18 and over who will be living in the **new property**. To add more people, click Add Another.

When all adults have been added, click Enter/Continue.

## Questions screen

<input type="button" value="Add Another"/> <input type="button" value="Delete"/>	
<b>The names of all occupants aged 18 or over living in the property</b>	
The names of all occupants aged 18 or over living in the property	
Title:	<input type="text" value="Mrs"/> <input type="button" value="i"/>
Forename:	* <input type="text" value="The"/> <input type="button" value="i"/>
Surname:	* <input type="text" value="Customer"/> <input type="button" value="i"/>
<input type="checkbox"/> To delete this item, activate this field and use the "Delete" button	
<b>The names of all occupants aged 18 or over living in the property</b>	
Title:	<input type="text" value="Mr"/> <input type="button" value="i"/>
Forename:	* <input type="text" value="A"/> <input type="button" value="i"/>
Surname:	* <input type="text" value="Customer"/> <input type="button" value="i"/>
<input type="checkbox"/> To delete this item, activate this field and use the "Delete" button	
<input type="button" value="Add Another"/> <input type="button" value="Delete"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>	



Say whether you'd like your bills and letters sent to the **new property**, or a different address instead. Then click Enter/Continue.

## Questions screen

**Correspondence details for** [redacted]

For the new property

Do you want the council tax bill and any correspondence sent to the new address? \*      i

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

Give us any extra information you think we need to know, then click Enter/Continue.

## Questions screen

**Further information**

Please enter any other information that you feel you need to tell us

Any other relevant information i

[View/Change Answers](#) [Exit/Save](#) [Enter/Continue](#)

On the summary screen, click Continue.

## Summary screen

The Self Serve notification is complete

You have reported that everyone has moved out of the property [redacted]

**Please continue to the next page to submit your notification.**

[View/Change Answers](#) [Exit/Save](#) [Continue](#)

You can click on the blue text to see or print the information you've given.

Click the box to agree with the declaration, then click Submit to submit your changes.

## Declaration Page

**Tick the declaration box to agree with the declaration and continue.**

The information you have provided on this online 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

Your change of address is now complete. You can set up a Direct Debit for future payments, or you can exit your account.