

# Revenues and Benefits Account user guides

## Change my address (tenant)

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 leaving the '**old property**' and the property you're moving into 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

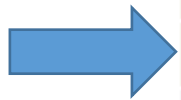
Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

[Start](#)

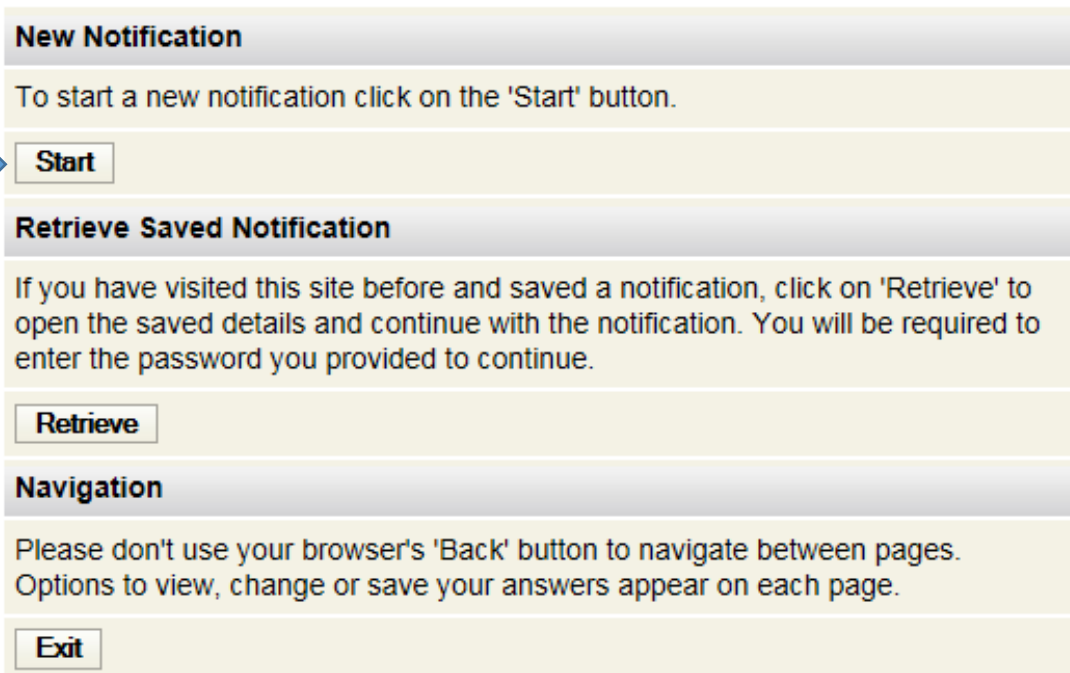
### Business Rates

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**

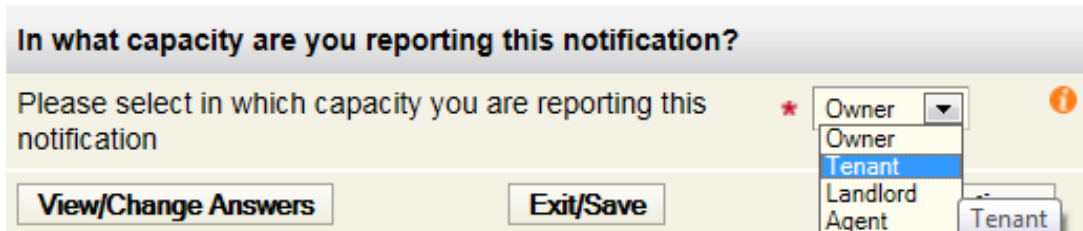
**Navigation**

Please don't use your browser's 'Back' button to navigate between pages. Options to view, change or save your answers appear on each page.

**Exit**

Select 'Tenant' 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 \*










**View/Change Answers** **Exit/Save**

Owner  
Owner  
**Tenant**  
Landlord  
Agent

Tenant

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 'Everyone moving in or out of a property'.

## Questions screen

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

Please select one option below

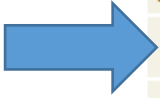
**Everyone moving in or out of a property** ⓘ  
*(I am either moving into this Local Authority area, moving out of this Local Authority area, or moving from one property to another within this Local Authority area)*

**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)*



When asked if you're moving out of a property in the local authority area, choose the tick, then click Enter/Continue.

## 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? \*    ⓘ

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

If you're not moving out of 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.

If you don't have your Reference Number, leave the box blank, then click Enter/Continue. You'll then get the option to search for the address of the **old property**.

## 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)*

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

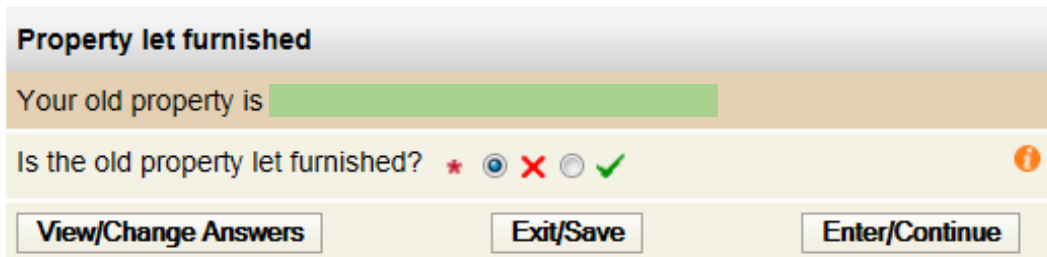
Make sure the details of the **old property** are correct, then click Enter/Continue.

## 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"/>

If the **old property** was furnished, choose the tick. If it wasn't, choose the cross. Then click Enter/Continue.

## Questions screen



**Property let furnished**

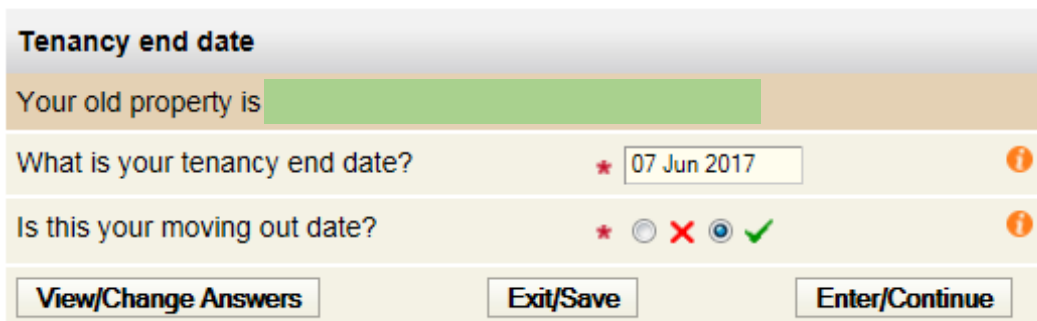
Your old property is

Is the old property let furnished? \*      ?

Say whether you're able to give details of the landlord or letting agent for the **old property**, and click Enter/Continue.

Enter the date your tenancy ended at the **old property**, and say whether this date was also your moving out date, then click Enter/Continue.

## Questions screen



**Tenancy end date**

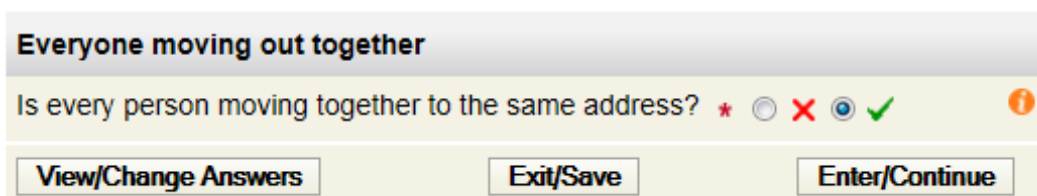
Your old property is

What is your tenancy end date? \*  ?

Is this your moving out date? \*      ?

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

## Questions screen



**Everyone moving out together**

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





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"/>	

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

## Questions screen

**Residency status at the new property**

Your new property is

What is your residency status at the new address? \*

<input type="button" value="View/Change Answers"/>	<input type="button" value="Exit/Save"/>	<input type="button" value="Enter/Continue"/>
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Owner  
Owner  
Tenant  
Other  
Tenant


Enter the date your tenancy at the **new property** started, and say whether this date is the same date you moved in, then click Enter/Continue.

## Questions screen

**New property details**

For the new property

What is your tenancy agreement start date at the new property? \*  


Is this your moving in date? \*      

Say whether you're able to give details of the landlord or letting agents for the **new property**, then click Enter/Continue.

## Questions screen

**Landlord details**

For the new property

Are you able to provide details of the landlord at the new property? \*     



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

Add Another
Delete

**The names of all occupants aged 18 or over living in the property**

The names of all occupants aged 18 or over living in the property

Title:

Mrs ▼

i

Forename:

\*

i

Surname:

\*

i

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

**The names of all occupants aged 18 or over living in the property**

Title:

Mr ▼

< i

Forename:

\*

< i

Surname:

\*

< i

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

Add Another
Delete

View/Change Answers
Exit/Save
Enter/Continue





On the summary page, click Continue.

## Summary screen

The Self Serve notification is complete

You have reported that everyone has moved out of the property

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. Tick 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.