

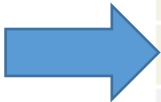
Revenues and Benefits Account user guides

Change contact details

This guide shows you how to change the details we use to contact you about your Council Tax, like your email address or phone number.

Go to 'Account Details'.

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



Enter your postcode and click Find Address, then click Enter/Continue.

Find Property

Address details

Please search for the address of the property, remembering to leave a space in the postcode.


Postcode (leaving a space e.g. PC1 1PC) ⓘ

Number ⓘ

Street Name ⓘ

House Name ⓘ

Domestic or Commercial * ⓘ

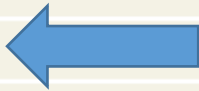


Find your address and click on the blue Property Reference number beside it. Make sure you choose the right property, then click Enter/Continue.

Find Property







Please select the address of the property.

To select the property click on the Property Reference number below

Property Reference	Property Address
3161110007 	<input type="text"/>
3161110023	<input type="text"/>

Enter your title, name and surname, along with your Account Reference ('Account no.' on your bill), and Online Key (the 'E-Service key' on your bill).

Enter Account Details

Account details		
A Business Name OR Forename & Surname (including title) must be entered.		
Business Name	<input type="text"/>	
Title	<input type="text"/>	
Forename	<input type="text"/>	
Surname	<input type="text"/>	
Please enter your account reference excluding any spaces, hyphens or special characters		
Account Reference	<input type="text"/>	
Please enter the Online Key from your last bill or recovery notice		
Online Key	<input type="text"/>	
<input type="button" value="Exit"/>	<input type="button" value="Back"/>	<input type="button" value="Enter/Continue"/>

Go to 'Update your contact details'.

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

View account notices

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



Start

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

(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

Exit

Back




Enter your new contact details, then click Enter/Continue.

Please note, although this page mentions paperless billing, this isn't a service we offer.

Unfortunately, we can't remove this text.

Update contact/billing details

Paperless billing		
You must provide an email address in order to switch to paperless billing		
Email Address	<input type="text" value="ctax@middlesbrough.gov.uk"/>	
Contact details		
Home Phone	<input type="text"/>	
Work Phone	<input type="text" value="01642726007"/>	
Mobile Phone	<input type="text"/>	
<input type="button" value="Exit"/> <input type="button" value="Close"/> <input type="button" value="Enter/Continue"/>		

Click Continue to go to the final submission page.

Summary screen

The Self Serve update is now complete.

Your request to update account details has been collected.

Please continue to the next page to submit your update



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

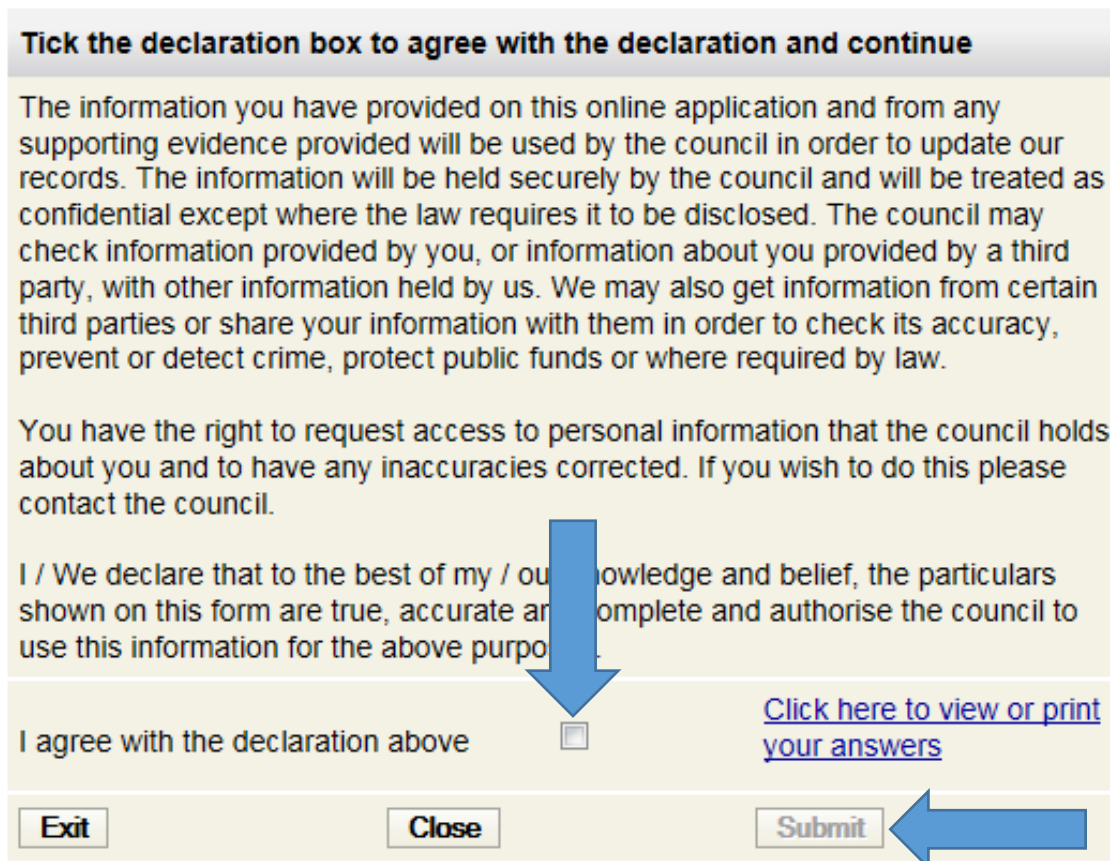
The information you have provided on this online application and from any supporting evidence provided will be used by the council in order to update our records. The information will be held securely by the council and will be treated as confidential except where the law requires it to be disclosed. 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](#)



Your contact details have now been updated.