

# Revenues and Benefits Account user guides

## Change your name

This guide shows you how to change the name we use when we contact you about your Council Tax - for example, your surname might have changed because you've married or divorced, or you might have mistyped your name when you created your account.

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

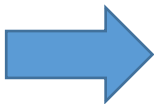
Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

Start

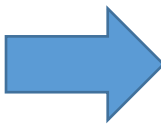
### Business Rates

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**

Choose either 'Owner' or '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 \*

Owner


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

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  


Title  

Forename  


Surname  


Please enter your contact phone number and your email address

Home phone number  

Mobile phone number  

Work phone number  

Email address  

Confirm email address  

[View/Change Answers](#)

[Exit/Save](#)


[Enter/Continue](#)

Select 'Change Personal Details'.

## 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** 

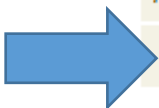
*(I would like to apply for a disregard discount or exemption on the basis of being a student or severely mentally impaired)*

Start

**Change Personal Details** 

*(The name on my Council Tax bill is incorrect due to a name change or a typing error)*

Start



Enter your Council Tax Reference Number ('Account no.' on your bill), then click Enter/Continue.

## Questions screen

**Council Tax Reference Number**

Please enter your Council Tax reference for the address at which you would like to pay by Direct Debit if known

**Council Tax Reference Number** i

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

Update your title and/or name, then click Enter/Continue. You can also click Add Another to add someone else to your account.

To remove someone, follow the onscreen instructions.

## Questions screen

**Please enter your current details exactly as they appear on your Council Tax bill. (You only need to add those people whose details are incorrect)**

Only add here the persons whose details are incorrect

Title:  ← i

Forename: \*  ← i

Surname: \*  ← i

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

From the drop-down list, select the reason for the name change and click Enter/Continue.

(Please note, 'Nino' refers to National Insurance number, and 'Dob' refers to date of birth.)

## Questions screen

**Personal details change for Miss A Customer**

Please enter the change of name details for A below.

Reason for Name Change:	*	<div style="border: 1px solid #ccc; padding: 2px;">           Correct Dob <span style="float: right;">▼</span> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px;">             Divorced  <b>Marriage</b>              Incorrect Spelling              Deed Poll              Amend Surname              To Add Male Or Female              Correct Nino              Correct Dob              Deceased Person           </div>	<span style="color: #f00; font-weight: bold;">i</span>
New title:			<span style="color: #f00;">←</span> <span style="color: #f00; font-weight: bold;">i</span>
New forename:	*	<input style="width: 100%;" type="text"/>	<span style="color: #f00;">←</span> <span style="color: #f00; font-weight: bold;">i</span>
New surname:	*	<input style="width: 100%;" type="text"/>	<span style="color: #f00;">←</span> <span style="color: #f00; font-weight: bold;">i</span>

View/Change Answers
Exit/Save
Enter/Continue

Give us any extra information you think we need to know, for example the date you want your change to take effect from, or you can leave it blank. 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

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

Click the box to complete the declaration, then click Submit.

## 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 name is now complete.