

Revenues and Benefits Account user guides

Tenants moving in (landlord)

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

Choose '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/or housing benefit claim details.

[Start](#)

Council Tax Notification

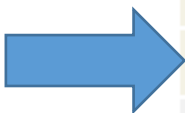
Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

[Start](#)

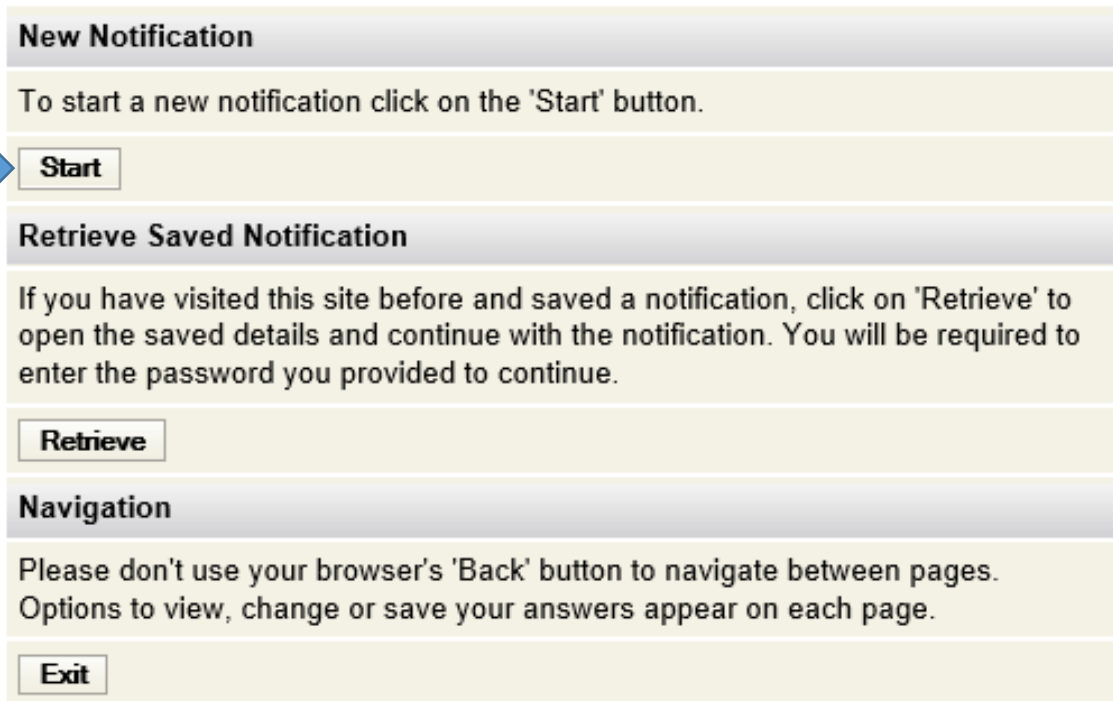
Business Rates

Apply to pay your Business Rates by Direct Debit.

[Start](#)



Select new Notification by clicking Start.



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

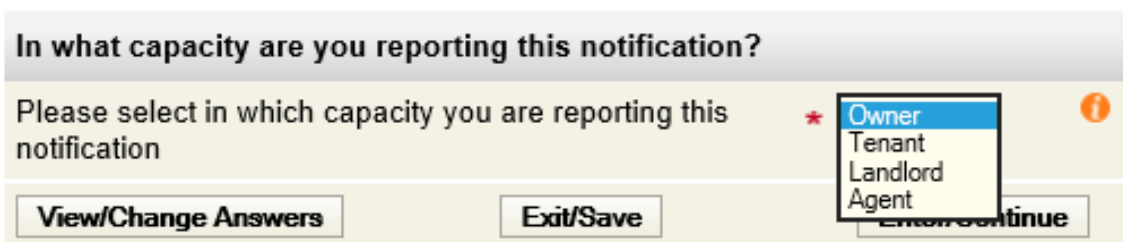
Navigation

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

From the drop down list, choose whether you're the landlord or the agent, 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
Tenant
Landlord
Agent

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

Enter your business name, or if you don't have a business name, enter your title, first name and surname. Enter your contact details. Click Enter/Continue.

Questions screen

Landlord's name and contact details		
Business name:	<input type="text"/>	
Title:	<input type="text" value="v"/>	
Forename:	<input type="text"/>	
Surname:	<input type="text"/>	
Phone number:	<input type="text"/>	
Email:	<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"/>		



Enter your contact address (not the address of the property you're notifying us about), then click Enter/Continue.

Questions screen

Landlord's address details		
Please enter the address:		
Address line 1:	*	<input type="text"/>
Address line 2:		<input type="text"/>
Address line 3:		<input type="text"/>
Address line 4:		<input type="text"/>
Address line 5:		<input type="text"/>
Address postcode:	*	<input type="text"/>
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>		

Select 'New tenants moving into a property'.

Questions screen

What would you like to report or apply for?	
Please select one option below	
New tenants moving into a property <i>(Tenants are moving into a property that is in the Local Authority area)</i>	
<input type="button" value="Start"/>	
All tenants moving out of a property <i>(Tenants are moving out of a property that is in the Local Authority area)</i>	
<input type="button" value="Start"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/>	

Enter the postcode and house number of the property you're notifying us about (house name is optional), and click 'Find Address'.

Questions screen

Address details

Please select the address of the property that the tenants are moving into

Please click 'Find Address' and search for the property you are reporting the change for.

Postcode **Find Address**

Number

Street Name

House Name

View/Change Answers **Exit/Save**

Click on the property reference number highlighted in blue.

Please select the address of the property that the tenants are moving into

To select the property click on the Property Reference number below

Property Reference	Property Address
3183201206	

Confirm that the property details are correct, then click Enter/Continue.

Questions screen


Address details		
Please select the address of the property that the tenants are moving into		
Please click 'Find Address' and search for the property you are reporting the change for.		
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"/>

If you see an error message (shown below), it means some of the details we hold about you, like your contact information, may be outdated or incorrect.

If you think you've entered your details incorrectly, click 'View/Change Answers' to make changes to the information you've entered.

If your details have changed and you'd like to update them on your file, click 'Enter/Continue' again to ignore the message and save your new information.

Questions screen

 Landlord/Agent details you have entered do not match the details we currently hold. Please amend the details by using the 'View/Change Answers' button below, or select Enter/Continue if you wish to continue.

Address details

Please select the address of the property that the tenants are moving into

Please click 'Find Address' and search for the property you are reporting the change for.

Postcode

Find Address

Number

Street Name

House Name

Address line 1:

Address line 2:

MIDDLESBROUGH

Address line 3:

Address line 4:

Address line 5:

Address postcode:

Property reference number

View/Change Answers

Exit/Save


Enter/Continue

Enter the number of new tenants in the property who will be aged 18 or over, then click Enter/Continue.

Questions screen

The number of occupants aged 18 or over in the new property

The new property is

How many occupants aged 18 or over will be living at the new property? * 

Click on 'Add' to add the new tenant's details.

Questions screen

The names of all the occupants aged 18 or over who are moving in

Click the add button below to add a new item, or click the enter button below to continue.

If you have more than one tenant moving in, click on 'Add Another' and enter the next tenant's details. You'll need to do this for each tenant. Click Enter/Continue.

Questions screen

Add Another		Delete
The names of all the occupants aged 18 or over who are moving in		
Please provide the names of the new tenants as listed on the tenancy agreement		
Business name:	<input type="text"/>	
Title	Mr <input type="button" value="v"/>	
Forename	* <input type="text" value="A"/>	
Surname	* <input type="text" value="Customer"/> <input type="button" value="x"/>	
<input type="checkbox"/> 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 Screen, confirm the address and click Enter/Continue.

Summary screen

Self Serve Notification

The self serve notification is complete

You have reported a new tenancy at

Please continue to the next page to submit your notification.

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](#)