

Revenues and Benefits Account user guides

Tenants moving out (landlord)

This guide shows landlords how to let us know that people are moving out of your 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/or housing benefit claim details.

[Start](#)

Council Tax Notification

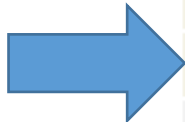
Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

[Start](#)

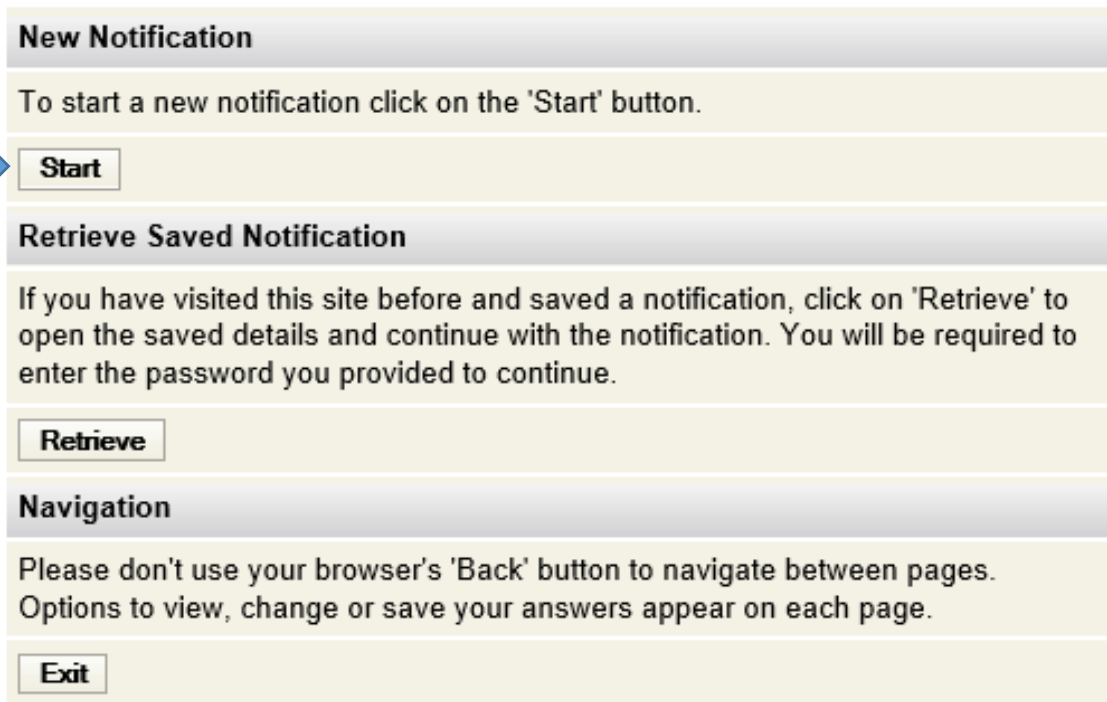
Business Rates

Apply to pay your Business Rates by Direct Debit.

[Start](#)



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

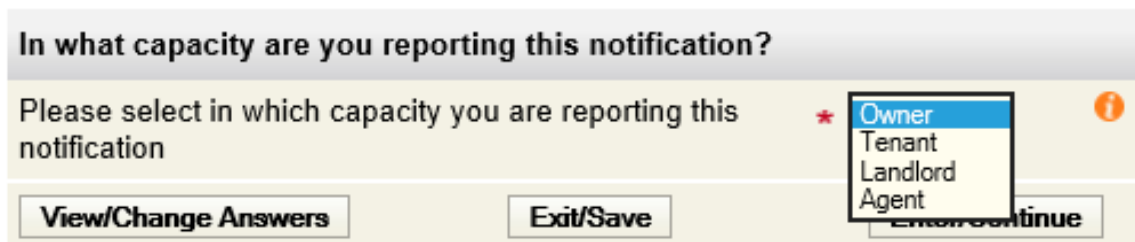
Navigation

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

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 'All tenants moving out of a property'.

Questions screen

What would you like to report or apply for?

Please select one option below

New tenants moving into a property 
(Tenants are moving into a property that is in the Local Authority area)

All tenants moving out of a property 
(Tenants are moving out of a property that is in the Local Authority area)

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

Number

Street Name

House Name

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

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

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

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

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

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

Click on 'Add' to add the name of the person moving out.

Questions screen

Please enter the name of each tenant who is moving out of the property

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



Add

View/Change Answers

Exit/Save

Enter/Continue

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

Questions screen

Add Another

Delete

Please enter the name of each tenant who is moving out of the property

Please provide the names of the tenants moving as listed on the tenancy agreement

Title:



Forename:

*



Surname:

*



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



Add Another

Delete

View/Change Answers

Exit/Save


Enter/Continue

Say whether or not the property being let is furnished, then click Enter/Continue.

Questions screen

Property let furnished

The old property is

Is the old property let furnished? * 


Enter the date the tenancy ended, and say whether this was also the date the tenants moved out.


If the moving out date was different to the date the tenancy ended, you'll need to enter this on the next page. Click Enter/Continue.

Questions screen

Tenancy end date

The old property is

What is the tenancy end date? * 


Is this your moving out date? * 

Say whether you have new tenants moving in, then click Enter/Continue. If you do, you'll need to [complete a separate notification](#) to tell us that you have new tenants moving in.

Questions screen

New tenants moving into the old property address

The old property is

Do you have any new tenants for this address? * X ✓ 

If so


After completing this process, please let us know who has moved in using the "New tenants moving into a property" option

Say whether or not the property will be left empty. Click Enter/Continue.

Questions screen

Additional old property information


The old property is

Will the old property be left empty? * X ✓ 

Say whether you can give a forwarding address for the tenants who have moved out. If you can, you'll be asked to give the address on the next page. Click Enter/Continue.

Questions screen

New address information for the persons moving out

Are you able to provide the new address for the persons moving out * 


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

Enter any other information we might 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 

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

On the summary page, make sure the address is correct, then click Enter/Continue.

Summary screen

The Self Serve notification is complete

You have reported that a tenancy has ended at

Please continue to the next page to submit your notification.

On the declaration page, you can view or print off a copy of the information you've submitted.

Once you've read the information, click on the tick box to agree with 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