

## Revenues and Benefits Account user guides

### Create an account / register for Council Tax (tenant)

This guide shows you how to create a Council Tax account and let us know that you need to start paying Council Tax. In this guide, we'll call 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

Select '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**      **Enter/Continue**

Enter your personal details.

## 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"/>

Select '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)*

If you're moving into Middlesbrough from outside the area, or you've never been registered for Council Tax in Middlesbrough before, choose the cross, 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**

Enter the details of your **new property** and click Find Address.


## Questions screen

**Address details**

Please select the address of the property that you are moving to

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"/>	




Click on the blue Property Reference number next to your address.

Please select the address of the property that you are moving to

To select the property click on the Property Reference number below

Property Reference	Property Address
<a href="#">3183201404</a>	<input type="text"/>



Make sure the address of the **new property** is correct, then click Enter/Continue.

## Questions screen

Address details		
Please select the address of the property that you are moving to		
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:		
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"/>

Say how many adults aged 18 or over will be living at the **new property**.

## Questions screen

**The number of occupants aged 18 or over in your new property**

Your new property is

How many occupants aged 18 or over will be living at your new property? \*  ⓘ

Enter the names of everyone 18 and over who will be living at the property, then click Enter/Continue. To add another person click Add Another. Then click Enter/Continue.

## Questions screen

**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:  ⓘ

Title  ⓘ

Forename \*  ⓘ

Surname \*  ⓘ

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

Complete the questions about each individual adult resident, clicking Enter/Continue to go to the next person.

## Questions screen

**Details for Mr A Customer**

Your new property is

Please enter the following

Is the property A's main home?	* <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	✔	
What is A's relationship to the property?	* <input type="text" value="tenant"/> <input type="button" value="v"/>		
Is A married, cohabiting or in a civil partnership with a liable person within the dwelling?	* <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	✔	
Is A a student or related to a student?	* <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	✔	
Is A severely mentally impaired?	* <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	✔	

Say whether anyone in the household has lived in this local authority area (Middlesbrough) before, then click Enter/Continue. If they have, you'll be asked to give details.

## Questions screen

**Previous property**

Has any of your household lived in a property within this local authority area before? \*



Enter the date your tenancy started, and say whether this was also your moving in date, then click Enter/Continue.

## Questions screen

**Tenancy start date**

Your new property is

What is your tenancy start date? \*  ⓘ

Is this your moving in date? \*     ⓘ

Say whether you're able to give the previous resident's new address, then click Enter/Continue.

## Questions screen

**Previous resident's forwarding address**

Are you able to provide details of the previous resident's forwarding address? \*     ⓘ

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

## Questions screen

**Landlord's details**

Your new property is

Are you able to provide contact details for the landlord of your new property? \*     ⓘ

Say whether you'd like your bills and letters sent to the **new property**, or a different address instead. You'll need to do this for each adult resident.

## Questions screen

**Correspondence details for Mr A Customer**

For the new property

Do you want the council tax bill and any correspondence sent to the new address? \*   ✓ i

Give us any extra information you think we 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 i

On the summary page, click Continue to go to the submission page.

## Summary screen

### Self Serve Notification

The self serve notification is complete

You have reported a household moving into a new property

**Please continue to the next page to submit your notification.**

[View/Change Answers](#)

[Exit/Save](#)

[Continue](#)

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 account has been created and you're now registered for Council Tax. The easiest way to pay is via Direct Debit.