

COUNCIL TAX ONLINE GUIDES

COUNCIL TAX ONLINE – OWNER/OCCUPIER MOVING INTO PENDLE

Introduction

This guide provides a step by step instruction on how an owner can report a purchase of a property in Pendle. It includes a trouble shooting guide to help with any problems.

To do this you will need to provide –

- ✓ Your full name and those of others who have purchased the property and moved in with you;
- ✓ The date of purchase;
- ✓ Date of occupation, if different;
- ✓ Forwarding address of the previous owner, if known;

How to report a purchase of a property in Pendle

Step 1 – go the Council Tax home page at www.pendle.gov.uk/counciltax

Step 2 – select the 'Council Tax online' icon

www.pendle.gov.uk/doitonline

Step 3 – select the 'Council Tax Update' option

Council Tax Notification

Use your Council Tax Reference Number to:

- Notify the Council of a Change of Address
- Apply for or to remove a Single Person Discount
- Change your Personal Details
- Pay Council Tax by Direct Debit, or amend your existing details

New to the Borough

If you are moving into the borough and do not have a Council Tax Reference Number, you can also use this service. Click Start to proceed

Start

Step 4 – Select 'New Notification'

New Notification

To start a new notification click on the 'Start' button.

Start


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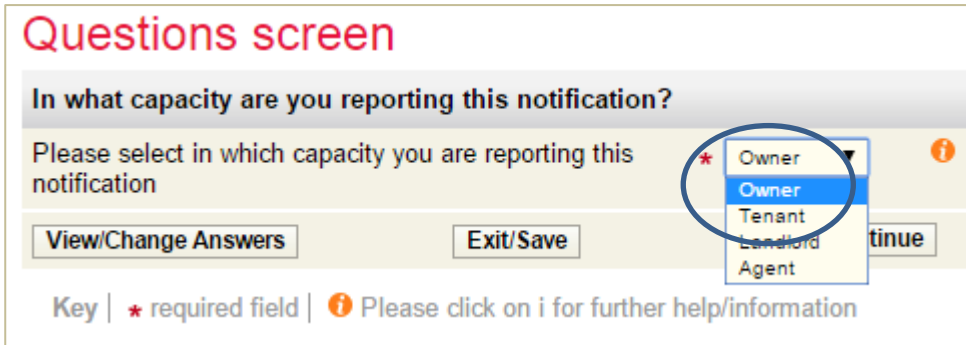
Step 5 – From the drop down select 'Owner'. Then select 'Enter/Continue'

Questions screen

In what capacity are you reporting this notification?

Please select in which capacity you are reporting this notification


Key | * required field |  Please click on i for further help/information





Step 6 – Enter your full name and provide either a contact phone number and/ or an email address. You can at this point opt for paperless billing and have bills sent by email.


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 

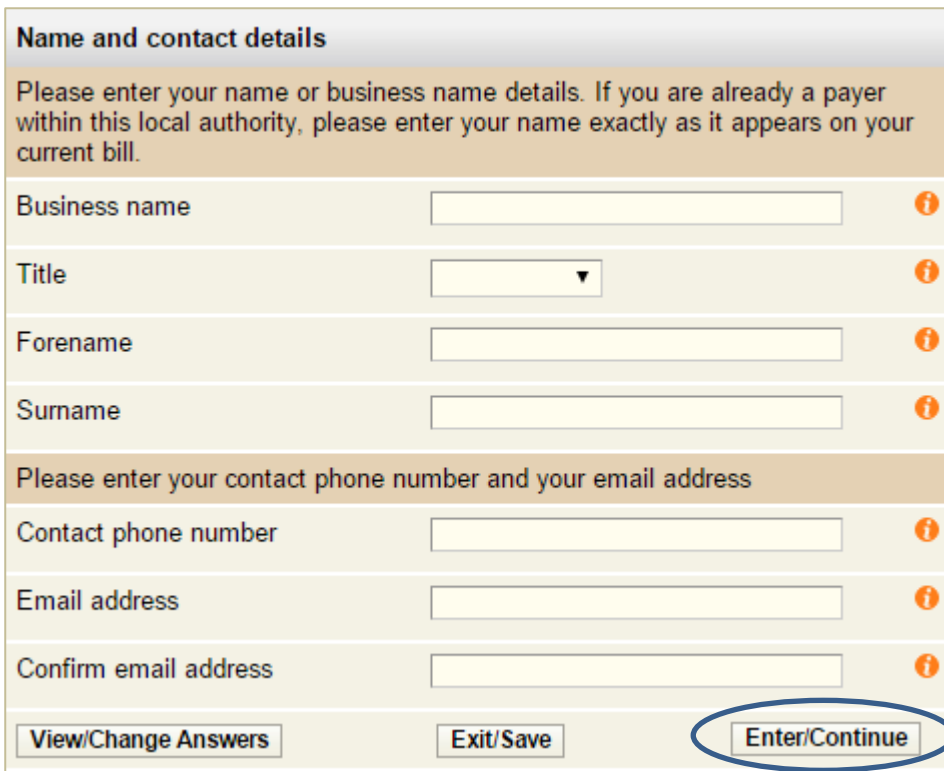
Surname 

Please enter your contact phone number and your email address

Contact phone number 

Email address 

Confirm email address 



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Step 7 – From the next screen as shown below select 'Buying or Selling a Property'

Questions screen

What would you like to report or apply for?

Please select one option below

Buying or Selling a Property ⓘ
(I am either moving into the Local Authority area, moving out of the Local Authority area or moving from one property to another within the 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

Cancel a Single Person Discount ⓘ
(I have a Council Tax account and wish to cancel my entitlement to discount because I am no longer the only person aged 18 or over living at the property)

Start

Pay Council Tax by Direct Debit ⓘ
(I have a Council Tax account and I wish to pay by direct debit or to change my existing bank account details)

Start

View/Change Answers **Exit/Save**

Key | * required field | ⓘ Please click on i for further help/information

Annotation: A blue arrow points from a text box to the 'Start' button of the 'Buying or Selling a Property' option.

Click here to report a purchase

Step 8 – Select the radio button with a cross to show you have purchased a property in Pendle.

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Questions screen

Further information for buying or selling a property

You have selected that you are buying or selling a property

Are you selling a property in the local authority area? * ☒ ☐ ☐ ☐

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

Key | * required field |  Please click on i for further help/information

Step 9 – Enter the address of the property and select ‘Find Address’

Questions screen

Address details

Please select the address of the property that you are buying

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" value="BB12 9LB"/>	<input type="button" value="Find Address"/>
Number	<input type="text"/>	
Street Name	<input type="text"/>	
House Name	<input type="text"/>	

You should be able to find the address just by typing in the post code and the first part of the address i.e. 7, 34b, Flat 6, Apartment 24

Important: Leave a space between the first and second part of the post code

Step 10 – Select ‘Find Address’ and you will be presented with an address or a list of addresses to choose from. Click on the property reference number by the address.

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Please select the address of the property that you are buying

To select the property click on the Property Reference number below

Property Reference	Property Address
PBBB129LB00503	Barley House Cottage, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB02104	Barley House Farm, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0040A	Fairfield, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0070B	Lea View, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB02903	Meadow Bank, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB00607	Ramatville Barley House, Barley, Burnley, Lancashire, BB12 9LB
PBBB129LB0320B	Wilkinson's Farm, Barley, Burnley, Lancashire, BB12 9LB

Close

Step 11 – the next screen should show the address concerned. If it does, select 'Enter/Continue'. If not search for the property again.

Questions screen

Address details

Please select the address that you would like the Single Person Discount to be cancelled

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 Find Address

Number

Street Name

House Name

Address line 1: RAMATVELLE BARLEY HOUSE

Address line 2: BARLEY

Address line 3: BURNLEY

Address line 4: LANCASHIRE

Address line 5:

Address postcode: BB12 9LB

Property reference number PBBB129LB00607

View/Change Answers Exit/Save Enter/Continue

If this is the right address select 'Enter/Continue'

Step 12 – Indicate how many adults will be living at your new address. In this example we are using 2 people. If there is only one you will be asked if you wish to apply for a Single Person Discount

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Questions screen

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

Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB

How many occupants aged 18 or over will be living at your new property? (If the property will be empty please enter '0').

*



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Key | * required field | Please click on i for further help/information

Step 13 – Enter the full names of the adults who have or will be moving into the property.

Questions screen

[Add Another](#)

[Delete](#)

The name of the occupant aged 18 or over who is moving in

Please enter the name of the person who is potentially liable to pay Council Tax at this property

Business name:



Title

Mrs



Forename

*

Susan



Surname

*

Fletcher



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

[Add Another](#)

[Delete](#)

[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Key | * required field | Please click on i for further help/information

Step 14 – Provide details of the adults i.e. is the property their main home, their legal interest and if they are in a partnership with another resident.

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Questions screen

Details for Mrs Susan Flectcher

Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB

Please enter the following

Is the property Susan's main home?

* ☐ ☒ ☐ ☒



What is Susan's relationship to the property?

*



Is Susan a student or related to a student?

* ☒ ☐ ☐ ☒



Is Susan severely mentally impaired?

* ☒ ☐ ☐ ☒



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Key | * required field | Please click on i for further help/information

Step 15 – Enter the date of purchase and indicate if this is the same as the moving in date. If different you will be asked for that date.

Questions screen

Property purchase date

Your new property is RAMATVELLE BARLEY HOUSE, BB12 9LB

What is your completion date?

*



Is this your moving in date?

* ☐ ☒ ☐ ☒



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Key | * required field | Please click on i for further help/information

Step 16 – If only one person is moving in, you may be eligible for Single Person Discount. If you are please tick and a new further questions will appear

Questions screen

Single Person Discounts

If you wish to apply for a single person discount please tell us here

Apply for a single person discount *

☒ ☐ ☐ ☒



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Key | * required field | Please click on i for further help/information

Step 17 - if any of the adults moving in have been liable for the Council Tax previously in Pendle. If so, you will be asked for the address concerned

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Questions screen

Previous property

Have you paid Council Tax in the local authority area before?

*☒ ☐ ☐

View/Change Answers

Exit/Save

Enter/Continue

Key | * required field | Please click on i for further help/information

Step 18 – Indicate if you have a forwarding address from the previous owner, or, if you do not, details of their solicitors.

Questions screen

Previous resident's forwarding address

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

View/Change Answers


Exit/Save


Enter/Continue

Key | * required field | Please click on i for further help/information

Questions screen

Previous owner's solicitor details

Are you able to provide contact details for the previous owner's solicitor? * ☐ ☒ ☐ ☐ ☒ 

Key | * required field |  Please click on i for further help/information


Step 19 - If you do know the address from the previous owner you will be presented with this screen

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Questions screen


Previous resident's name and forwarding address


Please enter the last name of one of the previous residents if known


Last name 


Please enter the previous resident's new address below


Address line 1: 

Address line 2: 

Address line 3: 

Address line 4: 

Address line 5: 

Address postcode: 

[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

Step 20 – Provide any additional relevant information

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](#)

Key | * required field |  Please click on i for further help/information

Step 21 – You will now be shown a summary screen

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Summary screen

Self Serve Notification

The self serve notification is complete

You have reported a new property purchase RAMATVELLE BARLEY HOUSE,
BB12 9LB

Please continue to the next page to submit your notification.

[View/Change Answers](#)

[Exit/Save](#)

[Continue](#)

Key | * required field |  Please click on i for further help/information

Step 22 - Tick to show you agree with the declaration and select 'Submit'

Declaration Page

Tick the declaration box to agree with the declaration and continue.

Declaration

The information you have provided on this 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.

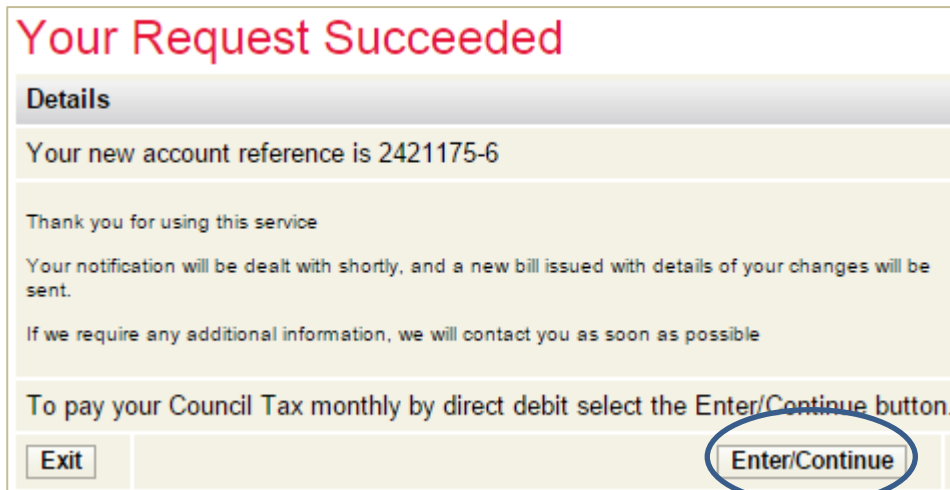
I agree with the declaration above ☒ [Click here to view or print your answers](#)

[Exit](#)

[Submit](#)

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You should now see the following screen showing your new account number..



Your Request Succeeded

Details

Your new account reference is 2421175-6

Thank you for using this service

Your notification will be dealt with shortly, and a new bill issued with details of your changes will be sent.

If we require any additional information, we will contact you as soon as possible

To pay your Council Tax monthly by direct debit select the Enter/Continue button.

That's it. You have now reported moving into your new address. You can now set up a Direct Debit for your new Council Tax account. A bill showing your Council Tax and the instalments to pay will be sent to you.

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Trouble shooting

Q. I am getting a message stating the property cannot be found.

A. Ensure you put a space between the first and second part of the postcode.

Is the address within the Pendle area? You can check this at www.gov.uk/find-your-local-council.

Is the property a new build? If so, it may not have been assessed for Council Tax yet. You can check this at www.voa.gov.uk.

If you are still having difficulties please send details of what you were trying to do and, if possible, screen prints to customer.services@pendle.gov.uk