

# COUNCIL TAX ONLINE GUIDES

## COUNCIL TAX ONLINE – CANCELLING A SINGLE PERSON DISCOUNT

Important: By law the Council must be informed of any changes that may affect any discount. A penalty can be imposed if a taxpayer fails to do so.

### Introduction

This guide provides a step by step instruction on how to cancel a Single Person Discount through the Council Tax Online Service. It includes a **troubleshooting** guide to help with any problems.

To do this you will need to provide –

- ✓ Your name and address as it appears on your Council Tax Bill;
- ✓ Your 8 digit Council Tax Number;
- ✓ The date from which you ceased to be the sole adult resident;
- ✓ Details of the adult(s) who are now living with you

### How to cancel a Single Person Discount

Step 1 – go the Council Tax home page at [www.pendle.gov.uk/counciltax](http://www.pendle.gov.uk/counciltax)

Step 2 – select the 'Council Tax online' text

[www.pendle.gov.uk/doitonline](http://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

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### Step 4 – Select 'Start'

**New Notification**

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

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

**Questions screen**

**In what capacity are you reporting this notification?**

Please select in which capacity you are reporting this notification

\*


Owner ▼

Owner

Tenant

Landlord

Agent


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

### Step 6 – Enter your name exactly as it appears on your Council Tax bill and provide either a contact phone number and/ or an email address. Then select 'Enter/Continue'


**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 'Cancel a Single Person Discount'

### 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

Click here to cancel a **single person** discount

Step 8 – Enter your 8 digit account number and select 'Enter/Continue'

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### Questions screen

#### Council Tax Reference Number

Please enter your Council Tax reference for the address that you would like the Single Person Discount to be cancelled if known

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

23898154



[View/Change Answers](#)

[Exit/Save](#)

[Enter/Continue](#)

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

Step 9 – the next screen should show the address concerned. If it does, select 'Next'. 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'

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Step 10 – Enter the date from which you ceased to be the sole adult resident and how many adults are now living at your address. In this example, we are assuming there are now 2 adults.

### Questions screen

**Additional details to cancel single person discount**

For the property RAMATVELLE BARLEY HOUSE, BB12 9LB

From what date are you no longer the sole adult occupant at the address \*

From this date, how many occupants aged 18 or over will be living at your property (including yourself)? \*

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

Step 11 – Enter the name(s) of the adult who have moved into the property

### Questions screen

**The names of all the occupants aged 18 or over who are living in your property**

Please enter the names here of all persons aged 18 or over who live in this property

Title:

Forename: \*

Surname: \*

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

Please enter the names here of all persons aged 18 or over who live in this property

Title:

Forename: \*

Surname: \*

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

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

## COUNCIL TAX ONLINE GUIDES

Step 12 – For the existing adult show if the property is the main home, their legal interest and whether they are in a partnership with another resident at the property. In this case Stephen is cohabitating with Jane -

### Questions screen

**Details for Mrs Susan Fletcher**

Is the property Susan's main home?

\* ☐ ☒ ☐ ☒

What is Susan's relationship to the property?

\*

Is Susan married, cohabiting or in a civil partnership with a liable person within the dwelling?

\* ☐ ☒ ☐ ☒

Is Susan a student or related to a student?

\* ☒ ☐ ☒ ☐

Is Susan severely mentally impaired?

\* ☒ ☐ ☒ ☐

Key |

\* required field |

Please click on i for further help/information

Step 13 – For the adult(s) who have moved into the property show if this is the main home, their legal interest and whether they are in a partnership with another resident at the property.

### Questions screen

**Details for Mr Peter Moore**

Is the property Peter's main home?

\* ☐ ☒ ☐ ☒

What is Peter's relationship to the property?

\*

Is Peter married, cohabiting or in a civil partnership with a liable person within the dwelling?

\* ☐ ☒ ☐ ☒

Is Peter a student or related to a student?

\* ☒ ☐ ☒ ☐

Is Peter severely mentally impaired?

\* ☒ ☐ ☒ ☐

Key |

\* required field |


Please click on i for further help/information

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Step 14 – Indicate if the adults joining the property have lived in the Pendle area previously. If they have you will be asked to provide an address.

### Questions screen


**Previous property for Mr Peter Moore**

Has Peter lived in this local authority area at a different address? \* ☒ ☐ ☐ ☐ ☐ ☐ 

View/Change Answers

Exit/Save

Enter/Continue


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

Step 15 – 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

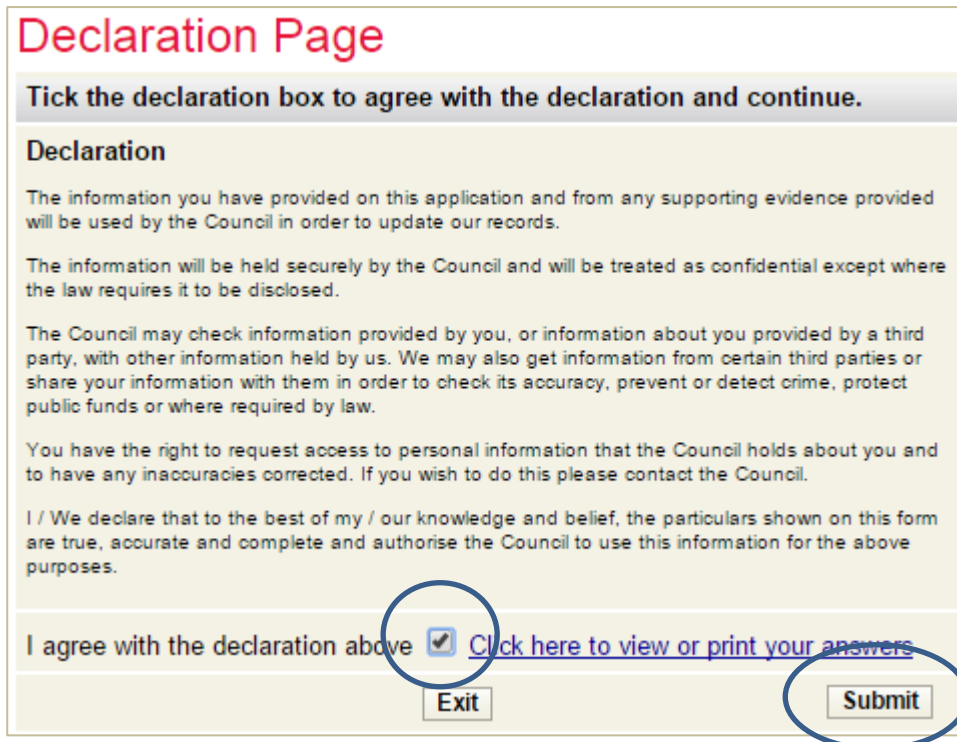
Exit/Save

Enter/Continue

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

## COUNCIL TAX ONLINE GUIDES

Step 16 – Tick to show you agree with the declaration and select ‘Submit’



The screenshot shows a web page titled "Declaration Page" in red. Below the title is a grey bar with the instruction: "Tick the declaration box to agree with the declaration and continue." The main content area is titled "Declaration" and contains several paragraphs of text explaining how the Council will use the information provided, including confidentiality and the right to request access to personal information. At the bottom, there is a line that says "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." Below this is a checkbox that is checked, followed by a blue link that says "Click here to view or print your answers". At the bottom right, there is a "Submit" button, which is circled in blue. To the left of the checkbox is an "Exit" button.

**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.

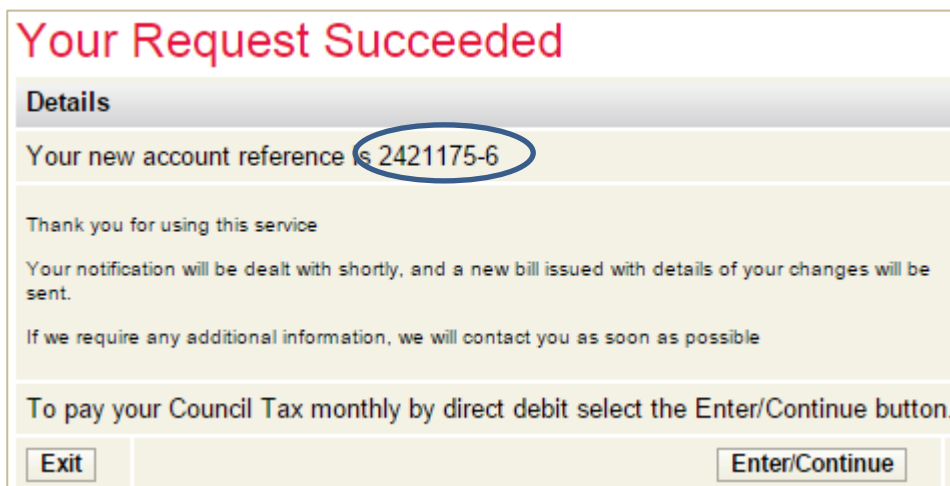
You have the right to request access to personal information that the Council holds about you and to have any inaccuracies corrected. If you wish to do this please contact the Council.

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**

You should now see the following screen. As 2 adults are now jointly liable for the Council Tax a new account has been created –



The screenshot shows a web page titled "Your Request Succeeded" in red. Below the title is a grey bar with the word "Details". The main content area contains the following text: "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.", and "If we require any additional information, we will contact you as soon as possible". At the bottom, there is a line that says "To pay your Council Tax monthly by direct debit select the Enter/Continue button." Below this are two buttons: "Exit" and "Enter/Continue". The account reference number "2421175-6" is circled in blue.

**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.

**Exit** **Enter/Continue**

*That's it. You have now cancelled the Single Person Discount. A revised bill showing your instalments will be sent to you.*

Trouble shooting




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Q. The name shown on the bill is incorrect e.g. misspelt. What do I enter?

A. Enter the name as it appears on the bill. You can go online to correct it by selecting 'Council Tax Update' on the Council Tax home page.

Q. I have put in all my details but I am getting this message –

 The name details you have entered do not match the details for this account. Please check your bill and try again.

A. Is your full name shown on your bill? If there is no first name or only an initial e.g. Mr J Smith the Council Tax Online Service cannot verify your record. Please contact the Council Tax office to have your full name on our records.

Check the name entered is the same as shown on your bill. Ensure you have entered the full 8 digit account number.

If that does not work, go to your browser settings and clear your browsing history.

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](mailto:customer.services@pendle.gov.uk).