

COUNCIL TAX ON LINE GUIDES

COUNCIL TAX ON LINE – OWNER/OCCUPIER MOVING OUT OF PENDLE

Introduction

This guide provides a step by step instruction on how an owner can report a sale of their property. It includes a trouble shooting 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 of sale;
- ✓ Date of vacation, if different;
- ✓ Your forwarding address;
- ✓ Name of the purchaser(s)

How to report a sale of your property

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

Step 4 – Select ‘New Notification’

New Notification

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

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

COUNCIL TAX ON LINE GUIDES

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 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

COUNCIL TAX ON LINE GUIDES

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

Click here to report a purchase

Step 8 – Select the radio button with a tick to show you have bought your property

COUNCIL TAX ON LINE GUIDES

Step 10 – the next screen should show the address you are leaving. If it does, select 'Next'. If not search for the property again.

Questions screen

Address details

Please select the address of the property that you are selling

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:	5 BEACON CLOSE	
Address line 2:	COLNE	
Address line 3:	LANCASHIRE	
Address line 4:		
Address line 5:		
Address postcode:	BB8 8BG	
Property reference number	<input type="text" value="clmt_home_addr_property_ref_number"/>	

If this is the right address select 'Next'

COUNCIL TAX ON LINE GUIDES

Step 11 – Enter the date of sale and indicate if this was or will be the moving out date. If not you will be asked to provide the date of vacation.

Questions screen

Property sale completion date

Your old property is 5 BEACON CLOSE, BB8 8BG

What is the sale completion date of your old property? * ⓘ

Is this your moving out date? * ⓘ

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

Step 12 – Indicate if everyone who lived at the address is moving to the same address. If not you will be asked to provide forwarding addresses for each person who was jointly liable for the Council Tax.

Questions screen

Everyone moving out together

Is every person moving together to the same address? * ⓘ

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

Step 13 – If you are moving outside of the Pendle area select the radio button with the cross (X). If moving to an address within the area select the radio button with the tick (✓).

Questions screen

Moving to another property within the local authority area

Is the move to another property within the local authority area? * ⓘ

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

If moving to another address within Pendle you will be required to provide information about the date of purchase and the previous owner. See the guide 'Owner/Occupier moving into Pendle'

COUNCIL TAX ON LINE GUIDES

Step 14 – Enter your forwarding address

Questions screen

New property address details

Please enter the new address details below


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:	46 RAINHALL CRESCENT	
Address line 2:	BARNOLDSWICK	
Address line 3:	LANCASHIRE	
Address line 4:		
Address line 5:		
Address postcode:	BB18 8BS	
Property reference number	CWBB086BS04602	

Step 15 – Provide the name(s) of the purchaser(s). To show a second name select 'Add Another'

Questions screen

Purchaser name and contact details

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

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

Step 16 – Provide the residency status of the property you are moving into.

COUNCIL TAX ON LINE GUIDES

Questions screen

Residency status at the new property

Your new property is 46 RAINHALL CRESCENT

What is your residency status at the new address? * ⓘ

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

Step 17 – Please indicate the date you purchased your new property and if this is also the moving in date.

Questions screen

New property details

For the new property 46 RAINHALL CRESCENT

What is your purchase date of the new property? * ⓘ

Is this your moving in date? * ⓘ

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

Step 18 – If known please supply the previous owners forwarding address. If ticked yes a new box will open for to add details.

Questions screen

Previous resident's details

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

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

Step 19 – If known please supply the previous owners Solicitor's details. If ticked 'yes' a new box will open for to add details. If crossed no please click 'continue'

COUNCIL TAX ON LINE GUIDES

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](#)

You should now see the following screen.

Your Request Succeeded

Details

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

That's it. You have now reported the sale of your property. A revised bill showing the closing balance will be sent to you.


COUNCIL TAX ON LINE GUIDES

Trouble shooting

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 on line to correct it by selecting 'Council Tax Update' on the Council Tax Online 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 .