

## COUNCIL TAX ONLINE – REQUESTING 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.**

**You may be required to provide more details and/or evidence if you want to have a discount backdated for an extensive period.**

YOU DO NOT NEED TO REGISTER TO DO THIS

### Introduction

This guide provides a step by step instruction on how to use the Council Tax Online Service to request a Single Person Discount. You will to enter your Council Tax account number, an 8 digit number starting with a 4 or a 5 that can be found on our Council Tax Bill.

**Step 1** – go the Council Tax home page <https://www.uttlesford.gov.uk/counciltax>

**Step 2** – select 'Manage your Council Tax online'



**Step 3** – select ‘Apply for or cancel a single person discount’ and ‘I want to apply for a single person discount’

## Apply to reduce your Council Tax

You may be entitled to a reduction in your council tax if you are the only occupier aged over 18 in your property, you are a student or are severely mentally impaired.

▼ [View ways to reduce your Council Tax](#)

[I want to apply for a single person discount](#)

[I want to cancel a single person discount](#)

[Apply for a reduction if you are a student or have a student living with you](#)

[Apply for a reduction if you are severely mentally impaired or you have someone living with you that is](#)

**Step 4** – enter your name and Council Tax account number and select ‘Next’



**Uttlesford District Council** Revenues Online

## Your account

**Title**

**First name**

**Last name**

**Council Tax account number**  
This can be found on your bill

**Step 5** – input the date from when the discount should apply and the reason for claiming it. *In this example we are using someone moving out leaving one adult resident.*

The screenshot shows the 'Apply single person discount' form. At the top left is the Uttlesford District Council logo and 'Revenues Online'. The main heading is 'Apply single person discount'. Below this is a date selection section: 'From what date should the single person discount apply?' with input boxes for '30', '09', and '2019' and a calendar icon. The next section is 'Select the reason that you are claiming single person discount' with three radio button options: 'Someone has moved out permanently' (selected), 'I am reporting a bereavement', and 'I have always been the sole adult occupant at this address'. Below this is a box titled 'Please provide the name of the occupant (s) aged 18 or over who are moving out'. Inside this box, it says 'Please give the details of the person who has moved out' and has a table with columns 'Name', 'Is new address', and 'Address'. Below the table is an 'Add person' link. At the bottom of the form, there is an 'Upload Evidence' section with instructions: 'Please upload any supporting documentation for your single person discount. Files must be one of these types: TIFF GIF JPG PNG PDF.' and a 'Next' button.

**Step 6** – the box below will appear. Click on 'Add Person'. If 'reporting bereavement' was selected above a similar box would appear. If 'I have always been the sole adult' was selected no such box appears.

This is a close-up of the 'Add person' form box. It has a dark blue header with the text 'Please provide the name of the occupant (s) aged 18 or over who are moving out'. Below the header, it says 'Please give the details of the person who has moved out' and has a table with columns 'Name', 'Is new address', and 'Address'. Below the table is an 'Add person' link.

**Step 7** – Enter the name of the person moving out and, if known, enter their forwarding address. Then select 'OK'

**Add person**

**Title**

Miss  Mr  Mrs  Ms  Other

**Other title**

**First name**

**Last name**

**Are you able to provide the new address for the person(s) moving out?**

Yes  No

**Address**

Sherlock Holmes Museum  
221b Baker Street  
LONDON  
NW1 6XE

[Search for another address](#) [Remove address](#)

[Cancel](#)

**Step 8** – the following box is displayed. If more than one person has moved out you select ‘Add Person’ and provide these details for each person. Once finished select ‘Next’

Please provide the name of the occupant (s) aged 18 or over who are moving out

Please give the details of the person who has moved out

Name	Is new address	Address		
Dr John Watson	Yes	Sherlock Holmes Museum, 221b Baker Street, LONDON, NW1 6XE	<a href="#">Change</a>	<a href="#">Remove</a>

[Add person](#)

Please upload any supporting documentation for your single person discount  
Files must be one of these types:TIFF GIF JPG PNG PDF.

[Upload Evidence](#)

[Next](#)

**Step 9** – provide at least one contact phone number and indicate your preferred method of contact. You can also provide an email address and opt for paperless billing. If you provide a email address you will get a email confirming your notification. Once completed select ‘Next’

### Your account details

Please provide at least two separate contact details

Home telephone number

Work telephone number

Mobile telephone number

Email address

Preferred method of contact  
 Home telephone  Work telephone  Mobile telephone  Email

Would you like paperless billing?  
This is a free service.  
 Yes  No

Please confirm that you wish to use the email above  
 Yes  No

[Next](#)

**Step 10** – tick the box to show that you agree with the declaration and select ‘Submit single person discount’

 Uttlesford District Council Revenues Online

[Previous](#)  
Submit single person discount

### Apply for single person discount

Reason for claiming single person discount	Someone has moved out permanently
File uploaded	No Document uploaded

### Declaration

The information you have provided on this online application and from any supporting evidence provided will be used by Uttlesford District Council in order to update our records.

Your personal information may be shared with other departments within the council and our contractors where appropriate. We will only share the information that is necessary in order for the service to be provided to you.

Your information will also be shared where the council is under a legal obligation to do so, for example between our services and with other official organisations, such as the police and other government bodies.

Although it is not our intention to collect any other personal information and/or sensitive personal information (e.g. in respect of race or ethnic origin; political opinions; religious or similar beliefs; physical or mental health or condition; sexual history or orientation; trade union membership), you may provide information of this type inadvertently when completing any of our online forms.

Any sensitive personal information collected will be kept confidential and secure and will not be shared with any third parties unless you specifically ask us to do so.

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 statement above

The following message should appear –

 Uttlesford District Council Revenues Online

**A tenant moving to a property has been registered**  
Thank you for your application.

### What happens next?

Your application has been passed to Uttlesford District Council to amend your details and a new bill will be issued shortly to reflect any changes. You will be contacted should we need any further information from you.

[Done](#)

[View, save or print your Moves application](#)

If the discount is awarded a revised bill will be issued.