

## COUNCIL TAX ONLINE – LANDLORD OR AGENT REPORTING A TENANT MOVING OUT

YOU DO NOT NEED TO REGISTER TO DO THIS

### Introduction

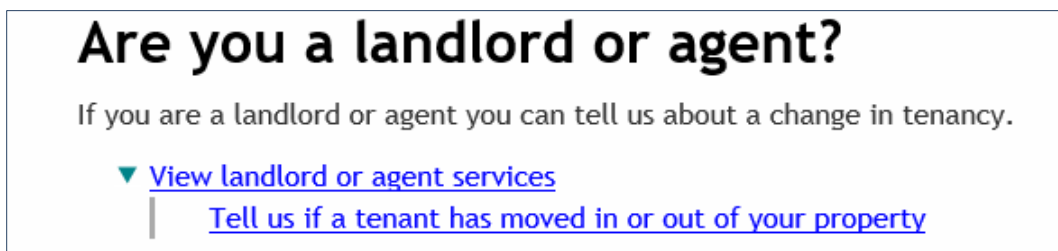
This guide provides a step by step instruction on how to use the Council Tax Online Service for a landlord or agent to report a new tenant moving out.

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

**Step 2** – select ‘Manage your Council Tax online’



**Step 3** – select ‘View landlord or agent services’ and ‘Tell us if a tenant has moved’



**Step 4** – indicate if you are a landlord or an agent and, if a landlord, do you have an agent. *In this example it is a landlord without an agent.*

A screenshot of a form with two sections. The first section is titled 'Are you a landlord or agent?' and has two radio button options: 'Landlord' (which is selected) and 'Agent'. The second section is titled 'Do you have an agent?' and has two radio button options: 'Yes' and 'No' (which is selected). At the bottom left of the form is a blue 'Next' button.

**Step 5** – input the name and address of the landlord and contact details.

**Is the landlord a person or organisation?**

Organisation     Person

**Title**

Please select

**First name**

**Last name**

**Address**

[I don't know the postcode](#) [Enter an address manually](#)

**Contact telephone number**

**Email address**

# COUNCIL TAX ONLINE GUIDES

**Step 6** – select ‘A tenant has moved out’.

**What do you wish to report?**

A tenant has moved out

A new tenant has moved in

**Next**

**Step 7** – Indicate if the tenant is a person or an organisation

**Is the tenant a person or organisation?**

Organisation  Person

**Next**

**Step 8** – enter the name of the tenant and select ‘Next’

**Title**

Ms

**First name**

MOLLY

**Last name**

MALONE|

**Next**

**Step 9** – if known provide contact details for the new tenant.

Please provide at least one phone number

**Home telephone number**

 ×

**Work telephone number**

**Mobile telephone number**

**Email address**

A confirmation email of this notification will be sent to this email address

Next

**Step 10** – If known enter the Council Tax account number for the vacating tenants or enter the postcode of the property concerned and select the address from the drop down list. If this cannot be found enter the address manually

**Do you have the tenant's Council Tax number?**

Yes  No

**What is the address of the property the tenant is moving out of?**


If you can't find the address (this could be due to reasons such as a new build) you can [enter the address manually](#). If you are unsure that who the council is you can [check the council for a postcode here](#).

[I don't know the postcode](#)

Next

**Step 11** – Enter the end date of the tenancy and date tenant moved out, if different.

**On what date does the tenancy end?**  
For example: 03 07 2016



**Is the tenancy end date also the date the tenant is moving out?**

Yes  No

**Step 12** -. Advise if any other person is moving out with the tenant. If 'Yes' is selected a box appears to enter their details. Select 'Add a record' to do this. If the tenant is moving out alone and 'No' is selected go to Step 15.

**Is anyone else moving out at the same time?**

Yes  No

**People who are moving out**

Person \_\_\_\_\_

**Step 13** - Enter details of the second person. Then select 'OK'

**Title**

**First name**

**Last name**

**Home telephone number**

**Work telephone number**

**Mobile telephone number**

**Email address**

**Is this person moving to the same address as you?**  
 Yes  No

**Step 14** -The second person is now added. If more people are moving out select 'Add a record' for each person and once all recorded select 'Next'

Is anyone else moving out at the same time?

Yes  No

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**People who are moving out**

Person		
Mr TOM JONES	Change	Remove

[Add a record](#)

**Next**

**Step 15** – Indicate if anyone is remaining at the address.

Is anyone remaining at this address?

Yes  No

**Next**

**Step 16** – If known provide a forwarding address for the vacating tenants

## Tenant's new address

**Address**  
102 Leeming Lane North  
Mansfield Woodhouse  
MANSFIELD  
Nottinghamshire  
NG19 9ET

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

I don't know the new address

**Next**

**Step 17 – Agree to the declaration and select ‘Submit move details’**

## 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

See our [privacy policy](#) to find out how we will use the information.



The following message should appear advising you that the information provided has been submitted

## **A tenant moving out of 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](#)