Citizens Access - Revenues user guides

Landlord – Tenants moving in/out

This guide shows landlords how to let us know that people are moving out of your property.

Under 'Are you a landlord or agent?' click to view services and select 'Tell us if a tenant has moved house'.

You'll need to say whether you're reporting the change as the landlord or as the landlord's agent. If you're the landlord, and have an agent, you'll need to give your agent's details. If you're an agent, you'll need to give the landlord's details.

As a landlord you'll be asked to confirm your details – name, home/contact address, and contact details.

Is the landlord a person or organisation?

○ Organisation   ◉ Person

Title

Please select ▼

First name

Last name

Address

UK postcode   Find address

I don't know the postcode Enter an address manually

Contact telephone number

Email address

You'll then be given two options for what you're reporting: tenant(s) moving in or tenant(s) moving out.

What do you want to report?

What do you wish to report?

○ A tenant has moved out

○ A tenant has moved in

Next

In both cases, you'll need to give the main tenant's name along with at least one contact number.

You'll then need to input the property address the change relates to. Enter the postcode, click 'Find address', and choose the right address.

Do you have the (Middlesbrough) Council Tax account 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 (opens in a new window).

| UK postcode | Find address |

I don't know the postcode

Next

You'll then need to confirm the tenancy start/end date for the tenant(s). If they moved in/out earlier or later than the actual tenancy start/end date, please also give this date. You can enter the date manually or click on the calendar to select the date.

On what date does the tenancy end?

For example: 03 07 2020

DD	MM	YYYY	📅

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

○ Yes   ○ No

Next

Save and exit   Cancel

For tenants moving in – you'll be asked for further information. If you're uncertain of any of the answers, please select No.

You'll then be asked if anyone else is also moving in/out. If there is more than one tenant, select yes then click 'add a record' to add their details. Repeat as appropriate if there are multiple tenants.

For tenant(s) moving out - when you click next, you can then say whether there are any tenants remaining in the property.

Is anyone else moving out at the same time?

◉ Yes   ○ No

People who are moving out
Person
Add a record

Next

For tenant(s) moving out – you'll then be asked for the tenant's forwarding address/contact address. Again, enter the postcode and find address. You can also enter the address manually.

Tenant's new address

Address

[UK postcode]   Find address

I don't know the postcode Enter an address manually

☐ I don't know the new address

Next

You then have the option to enter any other information you feel is needed.

Once you've done this, you'll be shown a summary of the information you're reporting. At this stage you can upload documents (for example, a tenancy agreement).

Review the information and, if you're happy, click 'agree' to the declaration and submit the changes.