

## Citizen Access - Revenues user guides

### Change my address

This guide shows you how to let us know that you're moving from one place in Middlesbrough to another. In this guide, we'll call the property you're leaving the '**old property**' and the property you're moving into the '**new property**'.

Under 'Tell us that you have moved home', click to view change of address services and select 'I am moving within Middlesbrough...'

First you'll need to say whether you're the owner or tenant of the property you're moving out of. The only difference is that you'll need to give the new owner's details if you're selling the property.

### Tell us that you have moved home

If you are an owner or a tenant, you can tell us that you have either moved in, moved out or have moved from one address to another within the council's area.

▼ [View change of address services](#)

[I am moving into the Borough of Middlesbrough, have acquired a dwelling in it, or need to be registered and don't have an account](#)

[I am moving from Middlesbrough to another local authority area, have sold a dwelling in Middlesbrough and/or don't need a new account in Middlesbrough](#)

[I am moving within Middlesbrough and need to update an existing account, and create an account for my new home](#)

[Click here to retrieve a previously saved notification](#)

You'll then need to enter your name and up-to-date contact details with your preferred way for us to contact you. Then enter your Council Tax account number. If you do not have this to hand, you can enter the property address.

If you're the owner of the **old property** you'll then need to confirm whether you've sold the property, and if so, confirm the completion date of the sale, and the date that you've physically moved out.

If you're the tenant, you'll need to confirm the end date of your tenancy.

## Property details for

Are you or have you completed the sale of the property?

Yes  No

On what date did you complete the sale of the property?

For example: 03 07 2020



Is the sale date also the date you are moving out?

Yes  No

Next

Save and exit

Cancel

You'll then need to confirm if anyone else in the property (aged 18 or over) is also moving out. If yes, click to 'add a record' and enter that person's details. Repeat this if there's more than one.

## Tenant details for [REDACTED]

Is anyone else moving out at the same time as you?

Yes

No

### People who are moving out with you

Person

[Add a record](#)

[Next](#)

[Save and exit](#) [Cancel](#)

First name

Last name

Home telephone number

Work telephone number

Mobile telephone number

Email address

Preferred method of contact

Home telephone

Work telephone

Mobile telephone

Email

Is this person moving to the same address as you?

You'll then be asked if there's anyone (aged 18 or over) staying at the property. If yes, add records in the same way as above.

If you're the property owner, you'll now need to give the new owner's details. This information is mandatory, so you will not be able to continue without completing this section.

If you're a tenant at the **old property**, you'll need to confirm the landlord's details (name/address).

## To enable your Council Tax account to be closed we require details of the purchaser or, if not known, details of the solicitors who acted for you in the sale

For the address you are moving from, are you able to provide the purchaser details?

Yes  No

Purchaser's details

Is the purchaser a person or representing an organisation?

Organisation  Person

Next

You'll then be asked whether you will be the owner or tenant of the **new property**.

You'll need to enter the postcode of the **new property** and click 'Find address'. This will show a list of addresses with that postcode – select the right one.

## New address

### Address

If you can't find your address (this could be due to reasons such as a new build) you can [Enter your address manually](#). If you are unsure that who your council is you can [Check which council is the local authority here \(opens in a new window\)](#).

 

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

[Save and exit](#) [Cancel](#)

The form will ask for the specific dates regarding the **new property**. If you're the owner, it will ask for the date that your purchase was completed. If you're the tenant, it will ask for the start date of your tenancy. Then confirm the date you physically move in.

## Property details for

On what date did you complete the purchase of property you are moving to?

   

Is the purchase date also the date you are moving in?

 Yes  No

You'll then be asked further questions regarding your status at the **new property**.

Is the property your main home?

Yes  No

What is your ownership or rental responsibility?

**Freehold:** You own the building and the land it stands on outright, in perpetuity. It is your name in the land registry as "Freeholder", owning the title absolute

**Leasehold:** A lease from the freeholder to use the home for a number of years. The leases are usually long term - often 90 years or 120 years

**Tenant:** A person who occupies land or property rented from a landlord

**Licence to occupy:** A resident who lives in the property and who is a licensee. This means that they are not a tenant, but have permission to stay there

**Resident, but no legal contract:** Any resident living in the property, for example, living with parents

Are you married, cohabiting or in a civil partnership with another person within the dwelling?

Yes  No

If you've previously said that someone from the **old property** is moving with you, you should save that information for the next page.

## Other people moving in to

Are any other people moving into the property with you?

Yes  No

### People who are moving in

Person

 

Change

Remove

[Add a record](#)

[Next](#)

If you've previously said that you're married to cohabiting with someone else in the property, you'll now need to say who. Click on 'add a record' and confirm the details using the drop-down lists.

## Relationship details

You've told us that there are persons cohabiting within the property.

Relationship summary	
This person	Is the partner of
<a href="#">Add a couple</a>	

Next

### Add a couple

This person

Is the partner of

OK Cancel

You'll then be asked if you know the details of the previous residents.

You'll then be able to enter any further information that you feel may be required.

You'll now see a summary of the information you're providing. At this point you can also upload any documents (for example, your tenancy agreement). Review the information and, if you're happy, click 'agree' to the declaration and submit the changes.

## New property details

Property address

People's name(s)

## Old property details

Property address

## Documents in support

[Upload documents](#)

You can provide documents in support of the notification. Use the link to upload documents.

Filename

Type

## Declaration

The information that you have provided through this online notification and any supporting evidence provided will be used to update our records. The information will be held securely and treated as confidential except where the law requires it to be disclosed. We may check information provided by you, or information about you provided by a third party, with other information held by us. We may also receive information from certain third parties or share our information with them in order to check its accuracy, prevent or detect crime, protect public funds or as 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 us.

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