

Revenues and Benefits Account user guides

Set up a Direct Debit

This guide shows you how to set up a regular Direct Debit to pay your Council Tax.

Go to 'Council Tax Notification'.

Property Enquiry

Check the Council Tax band or rateable value of a property and its annual charge.

[Start](#)

Account Details

View your account details and benefit claim details, and update your contact details using the e-Service key from your latest bill.

[Start](#)

Benefit Details

View your Council Tax Reduction and Housing Benefit claim details.

[Start](#)

Council Tax Notification

Inform the council of a change to your circumstances for Council Tax purposes or apply to pay by Direct Debit without an online key.

[Start](#)

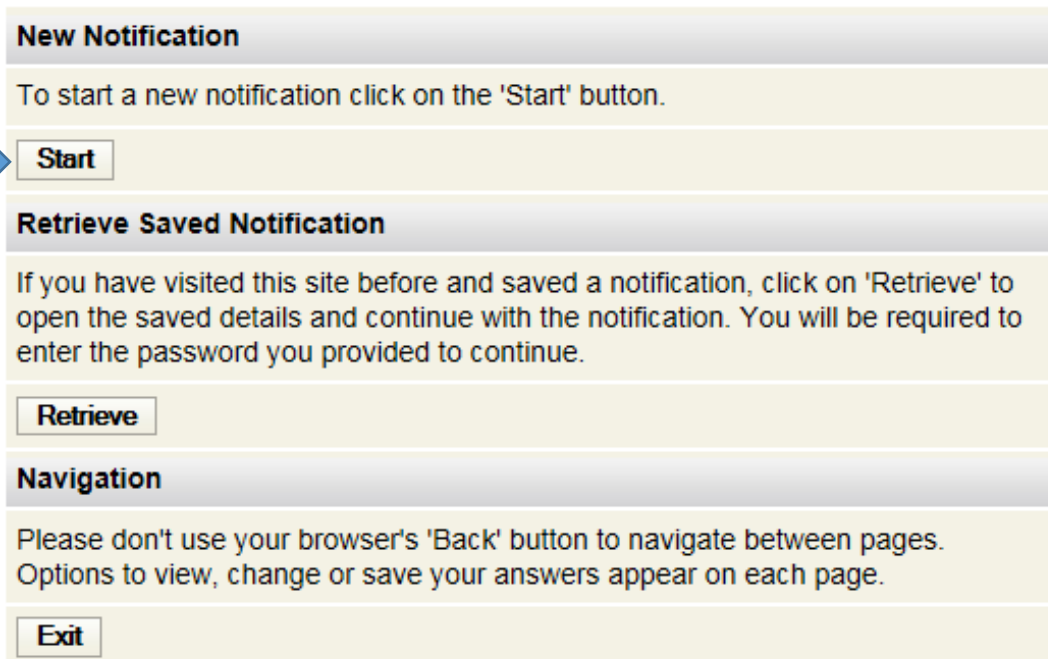
Business Rates

Apply to pay your Business Rates by Direct Debit.

[Start](#)



Go to 'New Notification'.



New Notification

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

Start

Retrieve Saved Notification

If you have visited this site before and saved a notification, click on 'Retrieve' to open the saved details and continue with the notification. You will be required to enter the password you provided to continue.

Retrieve

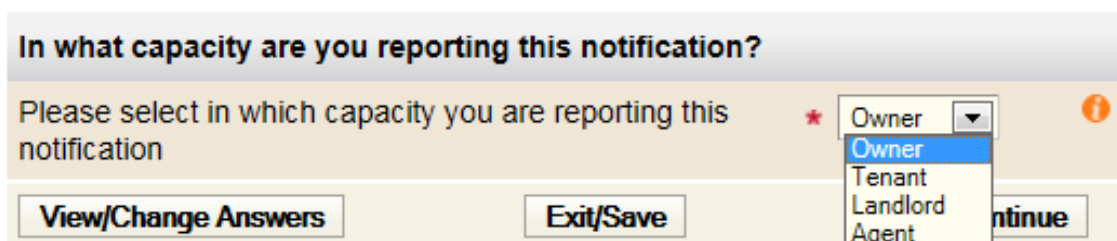
Navigation

Please don't use your browser's 'Back' button to navigate between pages. Options to view, change or save your answers appear on each page.

Exit

Choose either 'Owner' or 'Tenant' from the drop-down list, then click Enter/Continue.

Questions screen












In what capacity are you reporting this notification?

Please select in which capacity you are reporting this notification

Owner
Owner
Tenant
Landlord
Agent

Enter your personal details, then click Enter/Continue.

Questions screen


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	<input type="text"/>	
Title	<input type="text"/>	
Forename	<input type="text"/>	
Surname	<input type="text"/>	
Please enter your contact phone number and your email address		
Home phone number	<input type="text"/>	
Mobile phone number	<input type="text"/>	
Work phone number	<input type="text"/>	
Email address	<input type="text"/>	
Confirm email address	<input type="text"/>	
<input type="button" value="View/Change Answers"/> <input type="button" value="Exit/Save"/> <input type="button" value="Enter/Continue"/>		

Choose the option to 'Pay Council Tax by Direct Debit'.

Questions screen


What would you like to report or apply for?

Please select one option below

Everyone moving in or out of a property 


(I am either moving into this Local Authority area, moving out of this Local Authority area, or moving from one property to another within this 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



Enter your Council Tax Reference Number ('Account No.' on your bill) into the box, then click Enter/Continue.

Questions screen

Council Tax Reference Number

Please enter your Council Tax reference for the address at which you would like to pay by Direct Debit if known

Council Tax Reference Number i
(The Council Tax Account Reference Number should exclude any spaces, hyphens or special characters)

Make sure the right address is shown, then click Enter/Continue.

Questions screen

Address details

Please select the address at which you would like to pay by Direct Debit

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

Number

Street Name

House Name

Address line 1:

Address line 2: MIDDLESBROUGH

Address line 3:

Address line 4:

Address line 5:

Address postcode:

Property reference number

To set up an online Direct Debit mandate, click Enter/Continue.

In some cases you might need to use a paper Direct Debit mandate. To do this, click 'Paper Direct Debit'.

Direct Debits

Direct Debits can now be set up on-line in addition to over the phone. All the normal Direct Debit safeguards and guarantees apply. No changes in the amount, date or frequency to be debited can be made without notifying you at least 10 working days in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your bank or building society. You have the right to cancel a Direct Debit Instruction at any time simply by writing to your bank or building society, with a copy to us. In order to set up a direct debit on-line you will need to provide the bank account number, sort code and name(s) of the account holder(s). If using a personal account, you must be an account holder and be the only person required to authorise a direct debit on the account you are going to use. Please note you cannot set up a Standing order to pay your Council Tax on this system, as you will need to instruct your bank to do this. If using a business account and you are acting on behalf of a company, the company must be the account holder and you must be the only person required to authorise a direct debit on the account. If the above is the case select **Enter/Continue** to set up your direct debit on-line. If the above is not the case then please complete the paper form on the link below.

[Paper Direct Debit](#)

Exit

Enter/Continue

Enter your banking details, and choose the date you'd like to make your first payment, then click Enter/Continue.

Direct Debits Questions screen

Bank account details and payment date

Please enter your bank or building society account details

Bank/building society account number * ⓘ

Branch sort code in the format '000000' * ⓘ

Name of account holder * ⓘ

Please select the date you wish to start direct debit payments for your 2017/18 bill

2017/18 Payment date * ⓘ

↑ Back to top

- 15 Jul 2017
- 17 Jul 2017
- 25 Jul 2017
- 30 Jul 2017
- 01 Aug 2017

On the next page, confirm the details are correct and click Submit. Your Direct Debit has now been set up.