

# Owners, landlords and agents – help us improve our service to you

**If you own, let or manage a property for someone else**, you may need to contact us, the Council Tax Service, about the property. Our contact details are on the back. If you give us **clear and accurate information** you can help us provide the fast, accurate and efficient service that is our aim. You will:

- help us to send the bill to the right person;
- help us get the bill right by applying the correct exemptions and discounts;
- help us save time we would otherwise spend chasing up information; and
- help to speed up our billing process – we can send the final bill to the previous occupant quickly and sort out the bill for the new occupant.

## How you can help us

### **Give us the right address and include full details**

- Include flat/apartment number, street name and property number and the postcode.
- If the property is new or if it's a conversion – tell us.

### **Tell us the full names of all occupiers**

- Initials aren't helpful so give us the full names where you can.
- Titles are helpful, especially if the name is unfamiliar, so include Mr, Mrs, Miss or Ms.

### **Changes in owner or occupier(s) – things you need to tell us**

- The exact date a new occupier moved into the property.
- The tenancy start date and the date the tenant moved in if it's different.
- Whether the property is furnished or unfurnished.
- If you have tenants that are students, give us their student reference number and tell us which university or college they go to if you can.
- The date the previous tenants left and the tenancy end date if it's different.
- A forwarding address for previous tenants if you have one.
- If you are the owner and your purchase date is different to the date you moved in, you need to tell us both dates.
- If you are reporting a change of ownership give us the new owner's address if they don't live in the property.

**If you are a landlord** you can encourage your tenants to respond to any requests for information that we send to them.

### **Make sure you send the information to the correct Local Authority**

If the property is close to a boundary or you are just not sure, ring us to check if it's in our area before sending us the letter. It will save time in the long run.

## **The Revenues and Benefits Unit**



**MANCHESTER**  
**CITY COUNCIL**

# How to contact the Council Tax Service

## Email us

ctax.enquiries@manchester.gov.uk

## Phone our 24-hour automated service

0161 907 9400

## Textphone (for callers with hearing difficulties who have textphones)

0161 953 8301

## Fax us

0161 953 8226

## Write to us

The Council Tax Service  
Revenues and Benefits Unit  
PO Box 147  
Manchester  
M15 5TU

## Make an appointment to see us

Phone 0161 234 5003 between 8.45am and 5pm, Monday to Friday, to make an appointment to see an advisor.

**If you phone, email or write to us** make sure you give us your phone number and/or email address so that we can get back to you.

To make a payment or arrange a direct debit:

## Phone our 24 hour payment line

0161 273 5270

**Visit our Payments Counter** at the Customer Service Centre at Number One First Street in the city centre, junction of Whitworth Street West and Albion Street (for satellite navigation systems please use M1 5DE). Open 8am until 5pm, Monday to Friday.

**Visit our website at** [www.manchester.gov.uk](http://www.manchester.gov.uk)

## The legal basis when we request information from you

We have a legal right to request information that we need under Council Tax (Administration and Enforcement) Regulations 1992, regulation 3 and under the Data Protection Act 1998 sections 29(1)(c) and 29(3)(a). We can impose a financial penalty if you refuse to give us information or if you give us information that you know to be false.