

## When will the system in my area closedown?

We are staggering the closedowns of systems across North Yorkshire over seven weeks. The schedule of closedowns can be found below:

Legacy area	System closedown (Revenues and Benefits system and linked customer portal)
Ryedale and Craven	01 May 2025
Selby	12 May 2025
Richmondshire	15 May 2025
Hambleton	20 May 2025
Scarborough	23 May 2025
Harrogate	30 May 2025

## When will the new system go live?

The new system will go live at the end of June 2025.

## Can I still submit requests during the system closedown?

Yes, you will still be able to submit requests during the closedown in the same way you have always done. However, we will be unable to start actioning your request until the new system launches in late June 2025.

## How long will it take for my request be dealt with when the new system launches?

We anticipate a large number of requests to be submitted over the seven-week closedown period. After the new system launches in late June, our team will work as quickly as they can to resolve any requests submitted during the closedown period. However, we ask for your patience during this time as there will be a delay in dealing with requests.

## What if there is an emergency and I need a request processing quickly?

If you are experiencing extreme hardship or are at risk of eviction, please do not wait to contact us. Our staff are still working as usual, if you need to contact us our phone

lines are open on 0300 1312 131, and you can email us at [welfareandbenefits@northyorks.gov.uk](mailto:welfareandbenefits@northyorks.gov.uk) or [revenues@northyorks.gov.uk](mailto:revenues@northyorks.gov.uk)

**I have received a letter about the direct debit for my council tax. What does this mean?**

This letter is to notify you of a minor amendment to how council tax payments will appear on your bank account. From 1 July 2025, when you pay your council tax, it will be referenced as North Yorkshire Council in your bank account, replacing what currently appears on your bank statement. This does not affect the amount or date your payments are collected from you.

**When I look in my bank account, I can see two Direct Debit instructions for my council tax. Does this mean I will be charged more?**

Please do not worry, we will not be collecting extra payments from you. During this migration process, there will be a short period of time where both the new and original direct debit instructions will be active. Once the migration process is complete, we will be contacting your bank to terminate the legacy direct debit instruction.

**I have received a letter with a new reference number. Why do I need a new one?**

We will be merging seven legacy systems into one consistent system for everyone in North Yorkshire. Therefore, we need to allocate all customers a new reference number that is compatible with our new system.

Please do not worry if you have not received your new reference number. We are notifying customers of their new reference number in three phases.

The first group of customers will receive their new reference number before the end of June with their Direct Debit letter. The second group will receive a letter or email with their new reference in the weeks and months following the launch of our new system at the end of June 2025. The final group will receive their new reference number with the next Annual Council Tax bill.

**I have forgotten my new reference number but have access to my old one. Can I use the old one in the short term?**

Please do not worry if you do not immediately start using your new reference number. We are putting measures in place to ensure anyone using an old reference

number can still raise requests, make and receive payments and log in to the new online portal. As soon as you receive your new reference number you should start using it.

**I previously had access to an online portal to manage my requests. Will I be able to use something similar in the new system?**

Yes, as part of the upgrade we are building a new Citizens' Access portal. This will enable customers to access their accounts quickly to find information or make updates. It will also allow us to have all Revenue and Benefits self-serve forms in one place. To use the new Citizens' Access portal, customers will need to set up an account.