

This guide sets out what landlords and agents need to do to register a deposit with TDS Custodial.

## Step by Step

### 1. Preloading your Prescribed Information details

When you protect a deposit with TDS Custodial, you are required by law to give the tenant "Prescribed Information". This explains what has happened to the deposit and how TDS Custodial protects it.

The Prescribed Information must include the number of the clause(s) in your tenancy agreement that sets out the circumstances in which you may claim deductions from the deposit at the end of the tenancy. If you intend to use the same tenancy agreement for all of your deposits, you only need to enter this information once. It will be used on all deposit registrations that you make.

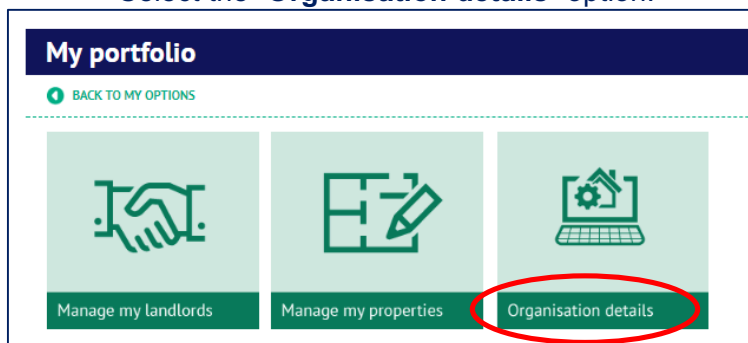
All other details needed for the Prescribed Information are provided when you register a deposit.



Log into your TDS Custodial account and select the "My Portfolio" option.



Select the "Organisation details" option.



➔ Select the “Edit” option.

**Organisation details**

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**Toolkit**

- Deposit management
- Dispute management
- My portfolio**
- Manage my landlords
- Manage my properties
- Organisation details**
- Branch details
- Reporting

**Organisation details**

Organisation name	Charles Dickens
Registered name	not supplied
Trading name	not supplied
Registration number	not supplied
Telephone no.	07780010770
Alt telephone no.	07780010770
Address	252 The High Street
Town/City	Anytown
County	Countyshire
Postcode	PQ1 2RS
Country	United Kingdom
General correspondence email	charles@dickens.com
Prescribed Information clause(s)	not supplied

[Edit](#) [Edit my payment details](#)


➔ This page will show a section headed “**Prescribed Information**”

➔ Enter here the number of the clause(s) in your tenancy agreement that explains the circumstances when all or part of the deposit may be retained by you at the end of the tenancy (the ‘deposit use clause’).

➔ When you are finished, press “Submit”.

**Organisation details**

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**Toolkit**

- Deposit management
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### Organisation details

Company name Charles Dickens  
Registered name *not supplied*  
Trading name *not supplied*  
Company registration no. *not supplied*

Postcode \*  Find address ⓘ

Address \*  ⓘ

Town/City \*  ⓘ

County

Country \*  ⓘ

Telephone no. \*  ⓘ

Alt telephone no.  ⓘ

General correspondence e-mail  ⓘ

**Prescribed Information clause(s)**

The landlord is required to issue Prescribed Information to the tenant(s) and any relevant person(s) within 30 days of receiving the deposit. The 'Download Prescribed Information' option in each deposit summary will pre-populate our template for this, and includes a reference to your tenancy agreement. Please enter the clause number(s) of your tenancy agreement which refer(s) to the deposit, and this will appear in the pre-populated form, available in each deposit summary page.

The circumstances in which the deposit can be retained by the landlord can be found in the following clause of the tenancy agreement  ⓘ

Go back
Submit

**Note:** the details of the deposit use clauses you have now entered will be used to complete the Prescribed Information template for **all deposits** that you register on the system.

If you need an individual set of Prescribed Information to show different deposit use clause details (for example because you used different tenancy agreement clauses) this can be set up for an individual deposit registration. Please refer to **Section 8** below.

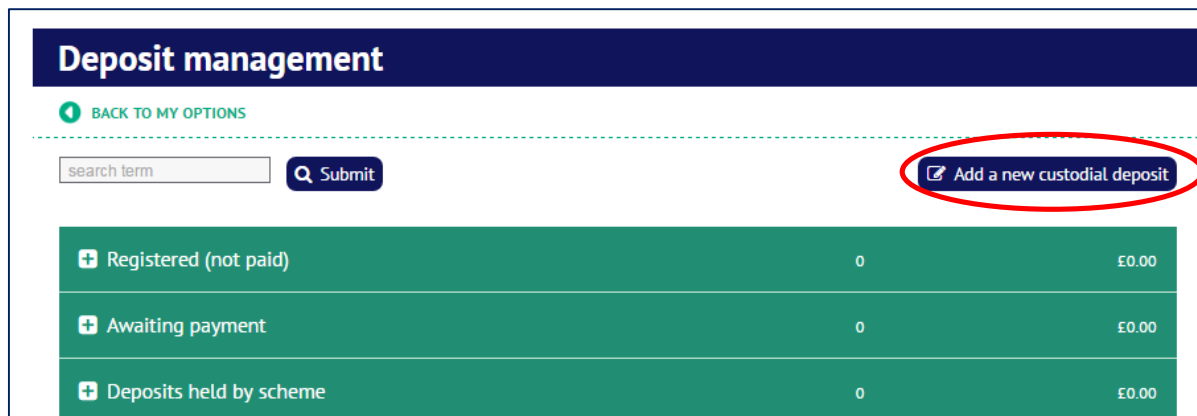
## 2. Registering the property and landlord details



Log into your TDS Custodial account and select the “**Deposit Management**” option.



Select the “**Add a new custodial deposit**” button.



**NB** You should make sure that you do not register the same property or landlord more than once in your online account. Follow the steps below to check.



You will see a form asking you to add “**Property details**”:

- If you have already registered the property in your account, you can select from a **drop-down list** (select the arrow icon to the right of the property address field to display the list of properties already registered)
- Alternatively, you can use the “**Find a property**” option to search the properties you have registered already
- If you have not yet registered the property in your account, you can add it now using the “**Add a new property**” option

## Add a new custodial deposit

[← BACK TO DEPOSIT MANAGEMENT](#)

For a deposit to be protected, we must receive it in cleared funds within 30 days of the landlord/agent receiving it.

The landlord/agent must also provide the tenant(s) and any relevant person(s) with the prescribed information within 30 days of the landlord/agent receiving the deposit.

[Property details](#) > [Deposit details](#) > [Lead tenant details](#)

### Property details

Property \*

[Add a new property](#) [Find a property](#)

[Go back](#) [Continue](#)



**Property already registered:** When you select a property that you have already registered, this page will show you the property details.

- **If the property is not currently being used for a tenancy deposit protection**, you can select the option to **“View /edit property”**. This will allow you to review the details of the property, and any landlord(s) registered for it, and make changes.
- **If the property is already being used for a tenancy deposit protection**, you can select the option to **“View property”**. This will allow you to review the details of the property, and any landlord(s) registered for it. If you have selected the wrong property, select a different property in the screen shown above, or enter the details of a new property.

### Property details

Property \*

101 The Avenue, Anytown, Countyshire, AN1 2CO

[Add a new property](#) [Find a property](#)

**Address**  
101 The Avenue  
Anytown  
Countyshire  
AN1 2CO

[View / Edit property](#)

[Go back](#) [Continue](#)



**Registering a new property:** If you register a new property here, you will be asked to complete details of the property and any additional details required for the landlord(s) associated with it.



When you are happy that you entered the correct property details, select **“Continue”**

### 3. Registering the deposit details

- ➔ Enter the following details for the deposit. The rent amount and your own deposit reference are optional. Fields marked with a red asterisk \* must be completed.
- ➔ The “**Amount to protect**” is the amount of the deposit that you want to pay to TDS Custodial. This may be less than the full amount of the deposit stated in the tenancy agreement – for example where you receive the deposit in instalments.
- ➔ Make sure that you enter the correct **number of tenants** to be registered for the property.
- ➔ Select “**Continue**” once you are happy with the details.

**Deposit details**

Deposit amount \* £ 1000.00 ⓘ

Amount to protect \* £ 1000.00 ⓘ

Deposit received date \* 05 September 2017 ⓘ

Tenancy start date \* 01 October 2017 ⓘ

Expected end date \* 30 September 2018 ⓘ

**Number of tenants** 2 ⓘ

Rent amount (per calendar month) £ 0.00 ⓘ

Deposit reference ⓘ

Go back | **Continue**

## 4. Registering the tenant details

➔ Enter the following details for the lead tenant. Fields marked with a red asterisk \* must be completed.

➔ This page will also ask you if you want to add details of relevant persons – if so, select “Yes” and enter the required information.

A relevant person is anyone who paid the deposit on behalf of the tenant.

**Lead tenant details**

Tenant is business entity  Yes  No

Title \*  ⓘ

First name \*  ⓘ

Surname \*  ⓘ

E-mail \*  ⓘ

Mobile \*  ⓘ

Alternative e-mail  ⓘ

Telephone  ⓘ

Alternative telephone  ⓘ

➔ Where you have stated that there is more than one tenant, additional pages will be presented to you for completion. The system will check that you have provided contact details for the correct number of tenants.



## 5. Check the details you have registered

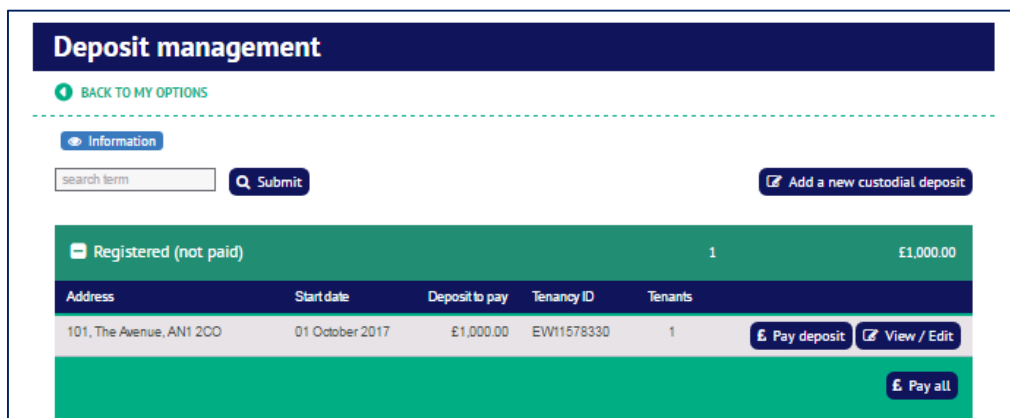


You will be shown a summary of the details you have registered. Select “**Edit**” if you wish to make any changes.



Select “**Save and pay later**” to save the details you have entered and pay for it later.

- Deposits that you have registered but not paid to TDS Custodial will show in the “**Registered (not paid)**” section of your Deposit management page.
- Remember that the deposit is not protected until you have paid the amount of the deposit that you are protecting to TDS Custodial and it has been received in cleared funds.



Select “**Add another deposit**” to add an additional deposit for protection, and then pay them both/all together.



Select “**Pay custodial deposit**” to pay the deposit to TDS Custodial now.

For a deposit to be protected, we must receive it in cleared funds within 30 days of the landlord/agent receiving it.

The landlord/agent must also provide the tenant(s) and any relevant person(s) with the prescribed information within 30 days of the landlord/agent receiving the deposit.

### Property details

Property name	101 The Avenue, Anytown AN1 200
House name/no.	101
Street/Locality	The Avenue
Town/City	Anytown
County	Countyshire
Postcode	AN1 200
Country	United Kingdom
Number of bedrooms	not supplied
Number of rooms	not supplied
Furnished / Unfurnished	not supplied

[Edit](#)

### Deposit details

Deposit amount	£1,000.00
Amount to protect	£1,000.00
Deposit received date	31/8/2017
Tenancy start date	1/9/2017
Expected end date	31/8/2018
Number of tenants	1
Rent amount	not supplied
Deposit reference	not supplied

[Edit](#)

### Landlord details

Title	Mr.
First name	Joe
Surname	Smith
Address	Baker Street
Town/City	Anytown
County	Countyshire
Postcode	DE3 4FG
Country	United Kingdom
Telephone	not supplied
Alternative telephone	not supplied
Email address	joesmith@smith.com

[Edit](#)

### Lead tenant details

Title	Mr.
First name	Joe
Surname	Jones
Email	joes@jones.com
Mobile	not supplied
Alternative email	not supplied
Telephone	not supplied
Alternative telephone	not supplied
Postcode	not supplied
Address	not supplied
Town/city	not supplied
County	not supplied
Country	not supplied

[Edit](#)

### Other tenant details

No other tenants were supplied.

### Relevant person details

[Add a relevant person](#)

No relevant persons were supplied.

[Save and pay later](#)

[Add another deposit](#)

[Pay custodial deposit](#)

## 6. Pay deposit



You will be given the choice of paying by:

- **Debit card** – select and confirm this option, and you will be taken to the online payment portal operated by Worldpay.
- **Bank transfer** – select and confirm this option and you will be shown instructions including TDS Custodial’s bank details. We recommend that you print a copy of this page and follow the instructions carefully to complete your deposit payment. If you lose these details, they are available in the deposit summary page, in the situation message. It is important that you use the correct payment reference (usually the deposit account number) when sending the funds so that we are able to allocate it to the deposit registration swiftly.
- **Cheque** - select and confirm this option and you will be shown instructions including details of how to complete your cheque and where to send it. We recommend that you print a copy of this page and follow the instructions carefully to complete your deposit payment.

**You have selected the following custodial deposit(s) to be protected**

Address	Tenancy ID	Amount to pay
101, The Avenue, AN1 2OO	EW11578330	£1,000.00
<b>Total</b>		<b>£1,000.00</b>

**How would you like to pay?**

Payment method \*  Debit card  Bank transfer  Cheque

[Go back](#) [Cancel](#) [Continue](#)

## 7. Managing your property and landlord portfolio

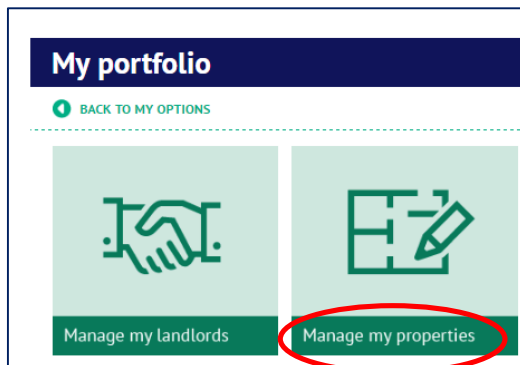
Your TDS Custodial online account allows you to register tenancy properties, and also link landlords to them. You only need to register these details once. When you register a tenancy deposit, you can select the property and landlord(s) from your account.



Log into your account at TDS Custodial, and then select the **“My Portfolio”** screen.



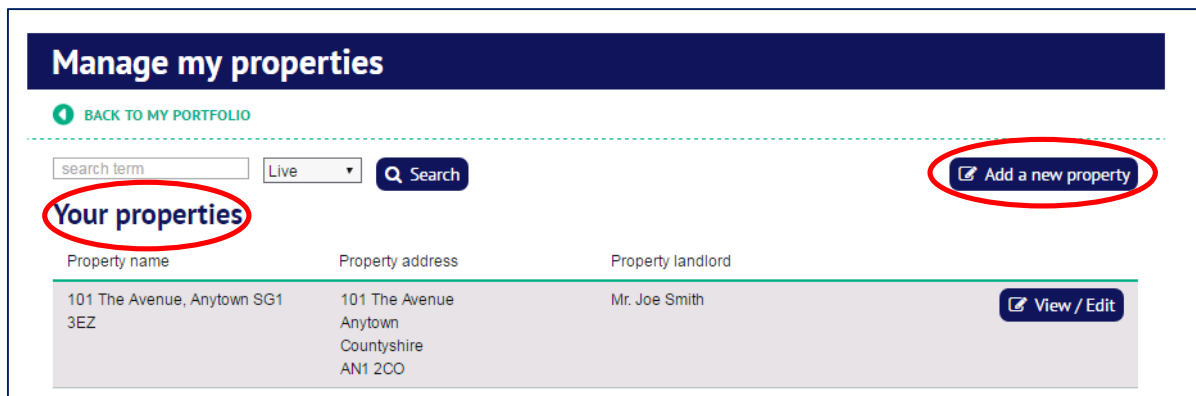
Select the **“Manage my properties”** or **“Manage my landlords”** screen



You will see a list of properties already registered, and the landlord(s) associated with them.



To add a new property select the option **“Add a new property”**



- ➔ When adding a new property, complete the information shown below. Fields marked with a red asterisk \* must be completed.

**Property details**

Postcode \*

House name/no. \*

Street/Locality \*  ⓘ

Town/City \*  ⓘ

County  ⓘ

Country \*  ⓘ

Number of bedrooms  ⓘ

Number of living rooms  ⓘ

Furnished / Unfurnished?

- ➔ You will be asked to add landlord details (if you are not already the landlord of the property):
- If you have already registered the landlord(s) in your account, you can select them from the drop-down list (select the arrow icon to the right of the landlord fields to display the list of landlords already registered)
  - Alternatively, you can use the **“Find a landlord”** option
  - If you have not yet registered the landlord in your account, you can do add it now using the **“Add a new landlord”** option

**Landlords**

Primary landlord  ⓘ

Add another landlord

- ➔ When the required details have been entered, select **“Submit”**

## 8. Prescribed Information

### Pre-populated Prescribed Information

Section 1 of this Guide explained how you can enter details of the deposit use clauses in your tenancy agreement, so that they can be used to complete the Prescribed Information template for **all deposits** that you register on the system.

When your deposit registration is complete, the deposit summary page will include the option to “**Download Prescribed Information**”.



Select this option to download the pre-populated Prescribed Information for this tenancy deposit.

Tenants will not see this option on their deposit summary page. It is your responsibility to ensure that tenants, and anyone paying a deposit on their behalf, receive the prescribed information to which they are entitled.

**Landlords associated with this deposit**

Organisation name	Role	Email	Phone number	
Mr. Joe Smith	Primary landlord	joesmith@smith.com	Not supplied	<a href="#">View / Edit</a>

[Download Prescribed Information](#) [Customise Prescribed Information](#)

### Customised Prescribed Information

If you need an individual set of Prescribed Information to show different deposit use clause details (for example because you used different tenancy agreement clauses) please follow the steps explained below.



On the relevant deposit summary page, the option to “**Customise Prescribed Information**”.

**Landlords associated with this deposit**

Organisation name	Role	Email	Phone number	
Mr. Joe Smith	Primary landlord	joesmith@smith.com	Not supplied	<a href="#">View / Edit</a>

[Download Prescribed Information](#) [Customise Prescribed Information](#)

- ➔ You will see a new pop-up asking you to enter the details of the deposit use clause that you want to appear in the Prescribed Information **for this tenancy only**. Enter the relevant information and select “**Continue**”

### Prescribed Information clause(s)

The landlord is required to issue Prescribed Information to the tenant(s) and any relevant person(s) within 30 days of receiving the deposit. The 'Download Prescribed Information' option will pre-populate our template for this, and includes reference to your tenancy agreement where you have entered the information in My Options > My Portfolio > Organisation details > Prescribed Information clause(s).

**if you have not used your standard agreement, you can enter a different clause for this tenancy here. This will not be saved against your account, but will produce a pre-populated form for this tenancy.**

The circumstances in which the deposit can be retained by the landlord can be found in the following clause of the tenancy agreement

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When the system has saved your update, the deposit summary page will include the option to “**Download Prescribed Information**”.

- ➔ Select this option to download the customised Prescribed Information for this particular tenancy deposit.

Tenants will not see this option on their deposit summary page. It is your responsibility to ensure that tenants, and anyone paying a deposit on their behalf, receive the prescribed information to which they are entitled.

### Landlords associated with this deposit

Organisation name	Role	Email	Phone number	
Mr. Joe Smith	Primary landlord	joesmith@smith.com	Not supplied	<a href="#">View / Edit</a>

[Download Prescribed Information](#) [Customise Prescribed Information](#)