



How To (Post-Tenancy)



Who should read this?



Tenants



Agents



Landlords

Custodial

How to get your deposit back



In the TDS Custodial scheme, your deposit will not be repaid automatically, even if your landlord has told us there are no deductions. You need to login and submit your request or response and give us your bank details.

As we do not know when a tenancy will end, we will not send you a reminder about this. We will only start communicating with you after we have received a repayment request from the tenant or letting agent.

Before starting the repayment process, you should speak with your landlord/letting agent to find out if they are looking to make any deductions and try to come to an agreement. Either you or the landlord/letting agent can then start the repayment process.

If you shared with other people, you should also speak to the other joint tenants. One tenant will be listed as the lead tenant and they will be responsible for starting the repayment

process or responding to the landlord/agent's repayment request.

You can find out who the **lead tenant** is on the **Deposit Protection Certificate** that was sent to you when the deposit was first protected with TDS Custodial.

Even though only the lead tenant is able to submit or respond to a repayment request, all tenants that are due a portion of the deposit must login to their individual account to add bank details. We cannot make a repayment until your payment details are logged in our system.

Key tips



If other tenants have received their part of the deposit back but you haven't, it is likely that you haven't added your bank details to your own online account.



NEVER forward your activation email to another tenant. Each tenant will have their own unique link.



You must activate your account and confirm your tenancy before you can view/amend your account details or submit/respond to a repayment request (if you are the lead tenant). See step 1.



If other tenants have received an activation email and you have not, it is likely that we don't hold an email address for you. We will have sent you a text message instead, when your deposit was first protected with TDS Custodial.



If you have not received an activation email or text, it is likely that we do not hold any contact information for you. You should send an email to activate@tenancydepositscheme.com with the following information to verify your account:

- Full name
- Tenancy address
- Start date of tenancy
- Deposit amount (if a joint tenant, this should be the total amount protected for the tenancy)
- Landlord's name/letting agent's company name
- Names of joint tenants, if you shared with other people.

Step-by-step

1 Log in.



2 Select 'Request Repayment of Deposit'.



3 Enter the breakdown of how you would like the deposit to be repaid, enter the date the tenancy ended, and select 'Continue'.



4 We will automatically notify the landlord or letting agent of your request and ask them to respond within 30 working days.



If we have an email address for you and your joint tenants, we will also email them with details of your repayment request.



0300 037 1000



www.tenancydepositscheme.com



**The Dispute Service
1 The Progression Centre,
42 Mark Road, Hemel Hempstead,
Herts, HP2 7DW**