



Website Processes

Who should read this?



Tenants



Agents



Landlords

Custodial

# Landlord Guide to Deposit Repayment Requests

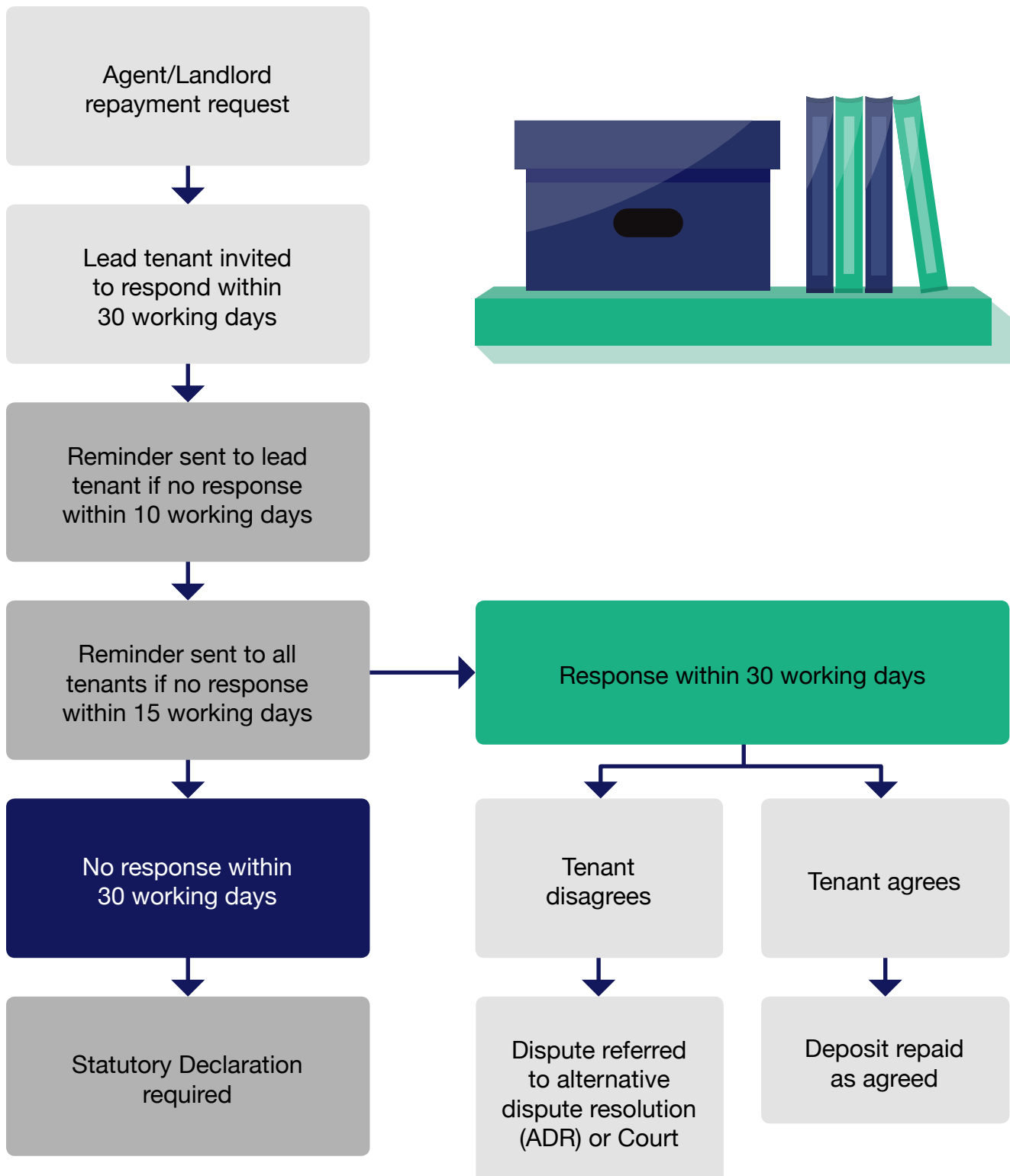
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In the TDS Custodial scheme deposits are not repaid automatically as we do not know when a tenancy will end or how much of the deposit should be repaid to the tenant. The agent/landlord needs to tell us this by completing an online Repayment Request.

### The deposit repayment process started by the agent/landlord

Before starting the repayment process you should speak with your tenant(s) about any deductions you want to make from the deposit for damage, rent arrears, cleaning etc. If you can get agreement from your tenant(s) in advance then this will make the repayment process much quicker for everyone involved.



The repayment process usually begins with the agent/landlord setting out how much of the deposit that should be returned to the tenant and how much should be returned to the agent/landlord. This is done in the form of a repayment request via your online TDS Custodial account.

- 1** The **Repayment Request** is then sent by TDS Custodial to all tenants. The **lead tenant** will need to respond to the repayment request online.
- 2** If the agent/landlord's repayment request is accepted then TDS Custodial will issue the payments to the parties in accordance with the agreed repayment request, within 5 working days.
- 3** If the tenant does not accept the repayment request they will be asked to respond with their alternative request for the repayment of the deposit. TDS Custodial then sends this to the agent/landlord who will be advised that the deposit is now disputed.
- 4** At this stage the agent/landlord can accept the tenant's request or set out how they want the deposit to be repaid.
- 5** If the parties are still not in agreement after making attempts to resolve the matter, and wish TDS Custodial to deal with the return of the deposit, it will go into the Dispute Resolution process. Evidence about the dispute will be sought and an adjudicator will decide how the deposit gets allocated.



# Step by step

## 1 Starting the Repayment Process

The agent/landlord logs into their account at TDS Custodial, and then selects the **“Deposit Management”** screen.



The agent/landlord views the list of deposits held by the scheme for them (by selecting the “plus” sign next to **“Deposits held by scheme”**).

This will display a list of individual deposits, from which the agent/landlord selects the deposit they want to look at and the clicks the **“View/Edit”** option to see the details.



The agent/landlord will see the Deposit Summary page – they then select the option at the bottom of the page for **“Request repayment of deposit”**:

### Landlords/agents associated with this deposit

Organisation name	Role	Email	Phone number
John Smith	Primary landlord	john@smith.com	07788 998877

➔ View tenancy activity

➔ Download Prescribed Information

✎ Customise Prescribed Information

➔ Download Deposit Protection Certificate

↩ Transfer deposit

👤 Tenant changeover

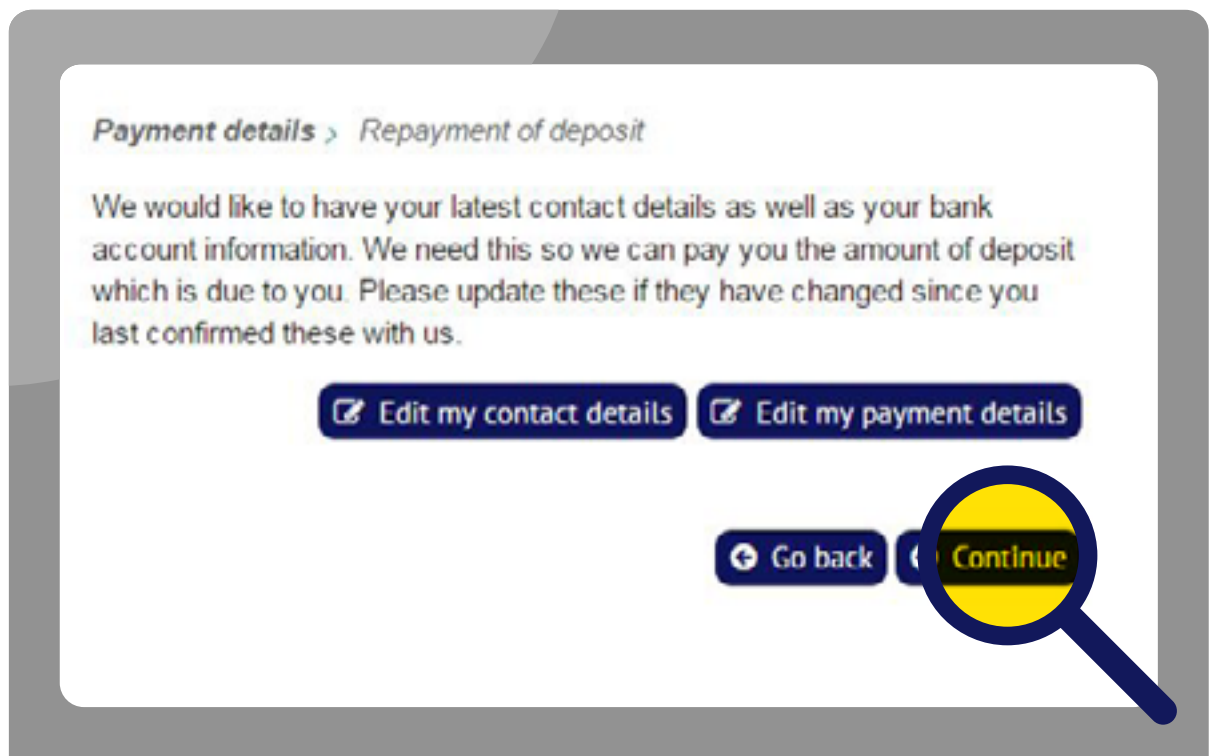
➔ **Request repayment of deposit**

## 2

### Updating the agent/landlord's bank and contact details

At this stage the agent/landlord should update their contact and bank details as these will be needed when any payments are made once the process has been completed. TDS Custodial needs these even if the agent/landlord will not be claiming any monies at the end of the process (in case we have to return any monies to you for any reason).

When the details have been updated, the agent/landlord selects “**Continue**”.



The screenshot shows a web interface for 'Payment details > Repayment of deposit'. The text reads: 'We would like to have your latest contact details as well as your bank account information. We need this so we can pay you the amount of deposit which is due to you. Please update these if they have changed since you last confirmed these with us.' Below the text are two buttons: 'Edit my contact details' and 'Edit my payment details'. At the bottom right, there are two buttons: 'Go back' and 'Continue'. A magnifying glass is positioned over the 'Continue' button, which is highlighted in yellow.

## 3

### Updating the tenant's contact details

It is important that we have an up to date email address for the tenant so that we can contact them immediately, and so that the repayment process can progress as quickly as possible.

The agent/landlord can review the tenant's contact details by selecting the **“View/Edit”** option.

If the tenant has not yet updated their contact details, the agent/landlord can do this by selecting the “Edit” option.

(If the “Edit” option is not displayed, this means that the tenant has already updated their contact details and the agent/landlord will not be able to amend them).

It is important that we are able to contact the tenant(s) with your repayment request. Please review and update the tenant(s) details using the 'View / Edit' buttons below.

Deposit Account Number	EW11577622
Deposit amount	£1,000.00
Deposit status	Deposit held
Property address	22 The Avenue Anytown Countyshire AB1 2CD
Name of landlord	
Name of tenant(s)	Mr. Joe Jones

[View / Edit](#)

Below this information is the form which lets the agent/landlord enter a breakdown stating who should get what from the deposit (see 4).



## 4

## Telling TDS Custodial what the agent/landlord wants to happen to the deposit

The agent/landlord enters the tenancy end date (which must be in the past).

The agent/landlord enters the amount of the deposit to be repaid to the tenant(s).

This figure is split in equal proportions if there is more than one tenant, although the agent/landlord can edit this split if they wish. The lead tenant can ultimately decide on the split between joint tenants.

**Tenancy end date**

Please tell us the date the tenancy ended \*

01 August 2017

Please enter in the fields below how much of the deposit you want to be paid to the tenant(s) and to the agent/landlord. These amounts must match the amount of the deposit held by TDS Custodial, which is £1,000.00.

**Amount of deposit to be repaid to tenant(s)**

Total amount £ 500.00

**Amount of deposit to be repaid to joint tenants**

Mr. Joe Jones	£ 250.00
Mrs. Josy Jones	£ 250.00

**Amount of deposit to be repaid to John Smith**

Total amount £ 0.00

Go back Continue

The agent/landlord enters the amount of the deposit they want to be returned to them.

Click **“Continue”**.

## 5

## Reasons for any proposed payments to the agent/landlord



You should not complete this form until you are sure that you know the full extent of your claim, as you cannot increase your claim once it has been made.

The agent/landlord enters the amounts they are claiming for each category (cleaning, damage etc).

This form will check that the figures entered by the agent/landlord add up correctly – an error message will be displayed if this not the case. The agent/landlord corrects amounts entered as necessary.

**Amount of deposit to be repaid to John Smith**

Total amount	£ 500.00
<b>This is for:</b>	
Cleaning	£ 100.00
Damage to Property or Contents	£ 100.00
Redecoration	£ 100.00
Gardening	£ 100.00
Rent Arrears	£ 100.00
Other or Unknown	£ 0.00

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

Click **“Continue”**.



## 6

## Confirming the agent/landlord's repayment request

The next screen shows a summary of the repayment request (which can still be edited by selecting the "Edit" option).

The agent/landlord must agree to the scheme rules and also consent to the details of their repayment request being sent to the tenant(s).

To complete their repayment request, the agent/landlord selects the **"Submit"** option.

### Repayment of deposit

Deposit status	Deposit held	
Tenancy end date	01 August 2017	
Total amount of deposit	£	1000.00
Amount of deposit to be repaid to tenant(s)	£	500.00
- Mr. Joe Jones	£	250.00
- Mrs. Josy Jones	£	250.00
Amount of deposit to be repaid to John Smith	£	500.00
- Cleaning	£	100.00
- Damage to Property or Contents	£	100.00
- Redecoration	£	100.00
- Gardening	£	100.00
- Rent Arrears	£	100.00
- Other or Unknown	£	0.00

### Declaration

**Warning** ✕

You must agree to the declaration before submitting your repayment request. Please click "Go back" to return to your repayment request or "Return to My Options" to remove your repayment request to the repayment request

Go back
Return to My Options

Do you agree with the above statement? \*

☐ I agree
 ☒ I don't agree

Submit
Edit

## 7 What happens next?

After the repayment request has been submitted, TDS Custodial will:



send a copy of the repayment request to the lead tenant (with a copy to any joint tenants) – the lead tenant then has 30 working days to respond;



send the agent/landlord a confirmation email confirming details of the repayment request made by them.

## 8 The lead tenant does not respond to the agent/landlord's repayment request?



If the lead tenant does not respond to the agent/landlord's repayment request, they will be sent a reminder after 10 working days.



If the lead tenant has not responded to the repayment request after 15 working days, another reminder is sent.

This second reminder is also sent to any other joint tenants (who can take over the role of lead tenant if they wish).

If there is no response after 30 working days, then:

- If the agent/landlord requested all of the deposit to be paid to the tenant(s) TDS Custodial will make payment where it holds payment details for the tenant(s). Where it does not, it will hold the deposit until the tenant(s) contact TDS Custodial.
- If the agent/landlord requested payment of part (or all) of the deposit, they will need to complete a statutory declaration before payment can be made.

## 9 Lead tenant accepts the repayment request

If the lead tenant accepts the deposit repayment request TDS Custodial will advise the agent/landlord of the acceptance and will make payment(s) within 5 working days.

# 10

## Lead tenant does not accept the repayment request

If the lead tenant does not accept the repayment request they have a choice whether they choose to use TDS Custodial's dispute resolution process.



**If the tenant responds advising that they do not wish to use TDS Custodial to resolve the dispute** the parties will need to reach an agreement or obtain a Court Order dealing with the return of the deposit.



**If the tenant responds advising that they do wish to use TDS Custodial to resolve the dispute** they will make an alternative repayment request. The agent/landlord will be notified of this alternative repayment request.

The deposit is now in **Dispute**, but will remain 'on hold' for 10 working days whilst the agent/landlord and tenant attempt to reach agreement. The deposit summary will show:

Deposit status	Repayment requested - parties attempting to reach agreement
Situation	The dispute resolution mechanism is on hold whilst the parties attempt to reach agreement

The agent/landlord should now discuss the matter with the tenant in order to resolve the matter. At any stage in this 10 working day period either party can revise their repayment request.



## 11

**Agent/landlord accepts the tenant's alternative repayment request**

The agent/landlord can accept the tenant's alternative repayment request by logging back into their account and accepting it. TDS Custodial will then make the revised payments within 5 working days.

To accept the tenant's repayment request the agent/landlord:

- accesses their deposit summary and selects the option "update repayment request"

**Landlords/agents associated with this deposit**

Organisation name	Role	Email	Phone number
John Smith	Primary landlord	john@smith.com	07788 998877

[View tenancy activity](#)
[Download Prescribed Information](#)
[Amend Prescribed Information](#)
[Download Deposit Protection Certificate](#)
[Update repayment request](#)
[View repayment request](#)

- selects the option "I agree to the tenant's repayment request as shown above"

**Do you agree with the repayment request?**

Do you agree with the repayment request? \*

☒ I agree to the tenant's repayment request as shown above  
☐ The tenant agrees to my repayment request as shown above  
☐ I wish to amend my repayment request  
☐ It has not been possible to reach any further agreement

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

- the agent/landlord will be shown a warning asking them to confirm their agreement – the agent/landlord selects the option "I agree"

**Do you agree with the repayment request?**

Do you agree with the repayment request? \*

☒ I agree to the tenant's repayment request as shown above  
☐ The tenant agrees to my repayment request as shown above  
☐ I wish to amend my repayment request  
☐ It has not been possible to reach any further agreement

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

**Warning**

You are agreeing to the tenant's repayment request, as detailed above. This means that we will pay the deposit in accordance with their request. Please confirm that this is what you want to happen to the deposit.

[I don't agree](#)
[I agree](#)



## 12

## Agent/landlord does not accept the tenant's alternative repayment request

The agent/landlord needs to choose one of the following three options.

### Option 1: to advise TDS Custodial that the tenant agrees with the agent/landlord repayment request

- The agent/landlord selects the option “The tenant agrees to my repayment request as shown above”

**Do you agree with the repayment request?**

Do you agree with the repayment request? \*

- ☐ I agree to the tenant's repayment request as shown above
- ☒ The tenant agrees to my repayment request as shown above
- ☐ I wish to amend my repayment request
- ☐ It has not been possible to reach any further agreement

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

- The agent/landlord will be asked to confirm that they understand that the tenant needs to confirm their agreement, and selects the option “I agree”.

**Do you agree with the repayment request?**

Do you agree with the repayment request? \*

- ☐ I agree to the tenant's repayment request as shown above
- ☒ The tenant agrees to my repayment request as shown above
- ☐ I wish to amend my repayment request
- ☐ It has not been possible to reach any further agreement

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

**Warning**

You have advised that the tenant agrees to your repayment request. We need the tenant to confirm this. Please confirm that this is what you want to happen.

[I don't agree](#) [I agree](#)

The dispute will remain ‘on hold’ for the remainder of the 10 working day period for the tenant to confirm their agreement:

- If the lead tenant confirms their agreement to the repayment request TDS Custodial will advise the agent/landlord of the acceptance and will make payment(s) within 5 working days
- If repayment of the deposit is not agreed after 10 working days, TDS Custodial will contact the tenant to confirm whether or not there is still a dispute.

## Option 2: to amend their repayment request

- The agent/landlord selects the option “I wish to amend my repayment request”.



**Do you agree with the repayment request?**

Do you agree with the repayment request? \*

- ☐ I agree to the tenant's repayment request as shown above
- ☐ The tenant agrees to my repayment request as shown above
- ☒ I wish to amend my repayment request
- ☐ It has not been possible to reach any further agreement

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

The agent/landlord will be shown a copy of each party's repayment request, and can amend the amounts in their own repayment request.

The agent/landlord can reduce amounts that they wish to receive from the deposit, and can increase what they are prepared to pay the tenant. They cannot increase their claim or make claims for new items.





- The agent/landlord updates the figures in their repayment request and selects “Continue”

## Repayment of deposit

Please be aware that you can only reduce the amount you wish to receive and increase the amount you are prepared to pay to the other party.

	Tenant's repayment request		Agent/landlord's repayment request	
<b>Deposit amount</b>			£1,000.00	
<b>Tenancy end date</b>	01 August 2017		01 August 2017	
<b>Amount of deposit to be repaid to tenant(s)</b>	£	1,000.00	£	<input type="text" value="500.00"/>
- Mr. Joe Jones	£	500.00	£	<input type="text" value="250.00"/>
- Mrs. Josy Jones	£	500.00	£	<input type="text" value="250.00"/>
<b>Amount of deposit to be repaid to John Smith</b>	£	0.00	£	<input type="text" value="500.00"/>
- Cleaning	£	0.00	£	<input type="text" value="100.00"/>
- Damage to Property or Contents	£	0.00	£	<input type="text" value="100.00"/>
- Redecoration	£	0.00	£	<input type="text" value="100.00"/>
- Gardening	£	0.00	£	<input type="text" value="100.00"/>
- Rent Arrears	£	0.00	£	<input type="text" value="100.00"/>

- The agent/landlord will be shown their revised figures, and can change them by selecting the option to “Edit” or can complete the process by selecting “Submit”

### Option 3: to advise TDS Custodial that it has not been possible to reach any further agreement

- The agent/landlord selects the option “It has not been possible to reach any further agreement”.

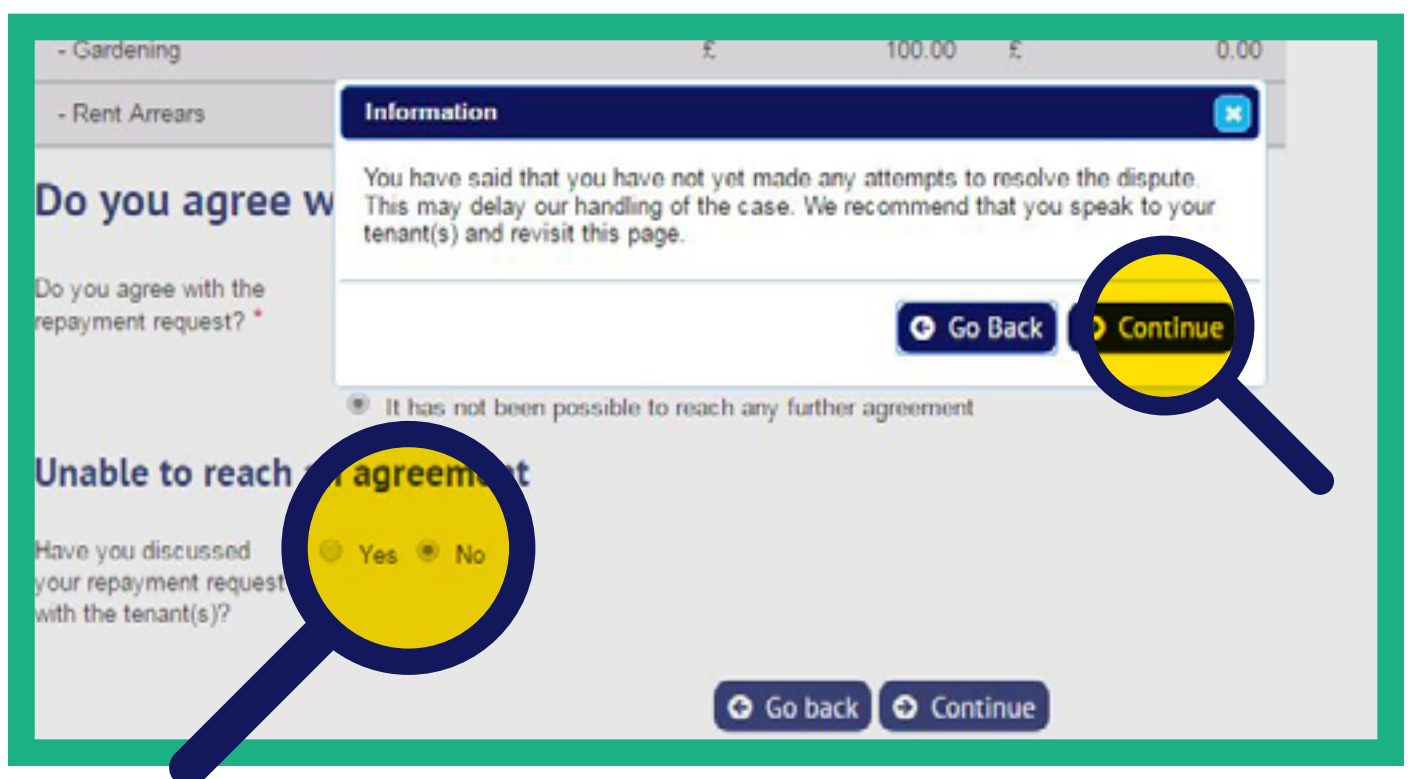


The screenshot shows a web form titled "Do you agree with the repayment request?". Below the title, there is a question "Do you agree with the repayment request? \*". Four radio button options are listed: "I agree to the tenant's repayment request as shown above", "The tenant agrees to my repayment request as shown above", "I wish to amend my repayment request", and "It has not been possible to reach any further agreement". The last option is highlighted with a yellow background. At the bottom right, there are two buttons: "Go back" and "Continue".

- The agent/landlord is asked to confirm whether they have discussed the repayment request with the tenant.

Where the agent/landlord advises that they **have not discussed their repayment request** with the tenant, they will be advised that this may delay the handling of their case. They should continue to try to reach agreement with the tenant during the remainder of the 10 working day period.

- To complete their response the agent/landlord selects “Continue”.



The screenshot shows the same web form as before, but with an "Information" pop-up window. The pop-up text reads: "You have said that you have not yet made any attempts to resolve the dispute. This may delay our handling of the case. We recommend that you speak to your tenant(s) and revisit this page." Below the pop-up, the "Continue" button is highlighted with a yellow circle and a magnifying glass. Another magnifying glass is over the "No" radio button option under the question "Have you discussed your repayment request with the tenant(s)?". At the bottom, there are "Go back" and "Continue" buttons.

Where the agent/landlord advises that they have discussed their repayment request with the tenant, the page will require them to state what they have done to try and reach an agreement.

**Unable to reach an agreement**

Have you discussed your repayment request with the tenant(s)?

☒ Yes ☐ No

**Attempts to reach agreement**

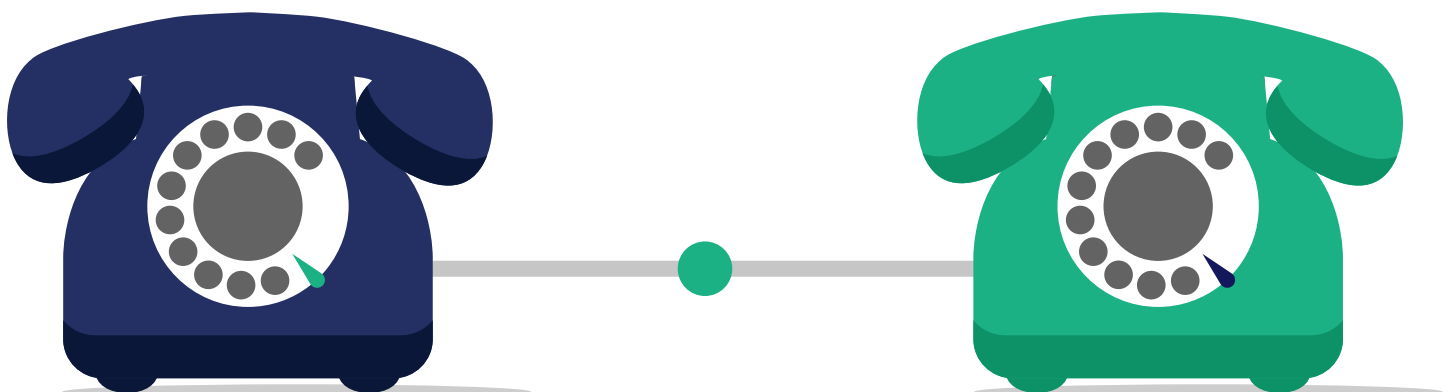
Please tell us what you have done to try to reach an agreement

Go back Continue

Where no agreement has been reached at the end of the 10 working day period, TDS Custodial will seek to resolve the matter through Alternative Dispute Resolution as long as;

- TDS Custodial is satisfied that the parties have made reasonable attempts to resolve the dispute
- both parties have agreed to TDS Custodial resolving the dispute

If TDS Custodial does not consider that the parties have made reasonable attempts to resolve the dispute, it may ask them to continue to try to do so before any dispute is progressed.





**0300 037 1000**



**[www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)**



**Tenancy Deposit Scheme  
1 The Progression Centre,  
42 Mark Road, Hemel Hempstead,  
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