

Landlord's Guide

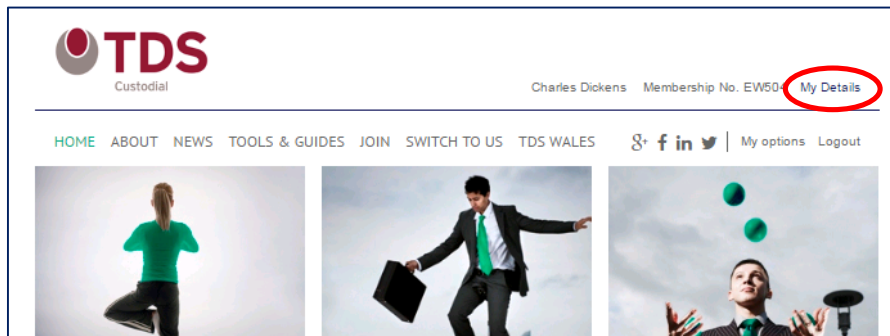
How you can make changes to the information in your account

This quick guide sets out how landlords and agents can make changes to the information entered in their TDS Custodial account.

Step by Step

1. Changing your personal details

➔ Log into your account at TDS Custodial, and then select “My details”.



➔ Select “Edit my contact details” to change the personal information and contact details that you have registered on the system.

➔ Select “Change my password” to reset the password you use to log into your account.

My personal details

➔ BACK TO MY OPTIONS

This is your personal contact information which TDS may use to contact you. Changes you make here will not be pulled through to the deposit protection certificate or pre-populated prescribed information.

Should you wish to edit the details which appear on those documents, you can do so on this page: </my-options/agents-and-landlords/my-portfolio/organisation-details/>.

My Details

Title	Mr.
First name	Charles
Last name	Dickens
Email	charles@dickenslettings.com
Mobile no.	not supplied
Telephone no.	07788 008877
Alternative telephone no.	not supplied
Address	4 Essex Road
Town/city	Stevenage
Postcode	SG1 3EZ
County	Hertfordshire
Country	United Kingdom

✎ Edit my contact details
✎ Change my password

Please note

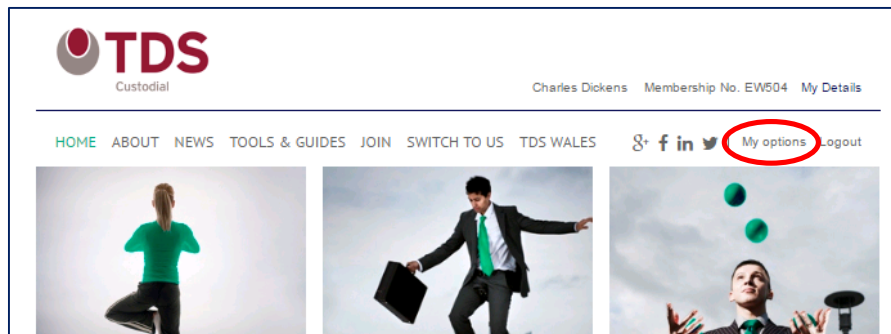
- You can make changes to your name, telephone numbers and postal address yourself.
- If you wish to make changes to your email address, please telephone our Customer Service Centre.

2. Making changes to your portfolio

Your TDS Custodial account includes a portfolio where you can manage a range of information including:

- **Landlords** you have registered with us (where you are a letting agent).
- **Tenancy properties** you have registered with us.

➔ To access your portfolio, log into your account at TDS Custodial, and then select **“My options”**.



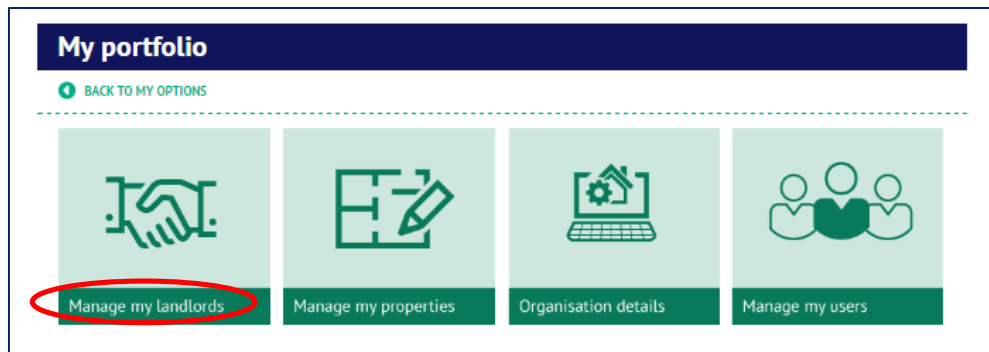
➔ Select **“My Portfolio”**



3. Changing landlord details

This section only applies to **letting agents**. If you are a landlord, please refer to Section 1 above.

➔ In your “My portfolio” section, select “Manage my landlords”



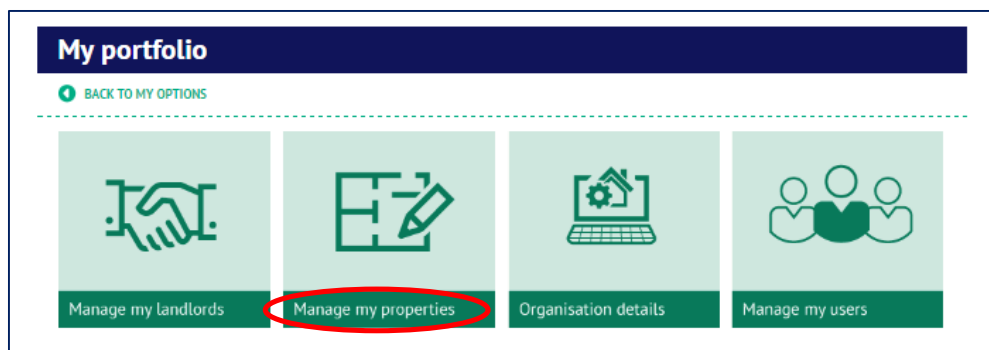
This page will show you the ‘live’ and ‘archived’ landlords you have registered on the system. Landlords that you wish to use for deposit registrations must appear on your ‘Live’ list.

➔ Select “**View/edit**” for the particular landlord – this will take you to a page where you can edit all details registered for this landlord. Once you have made changes, select “Submit” to complete the process.

Landlord name	Address	Telephone
Mr. Joe Smith	Baker Street Anytown Countyshire DE3 4FG	View / Edit

4. Changing tenancy property details

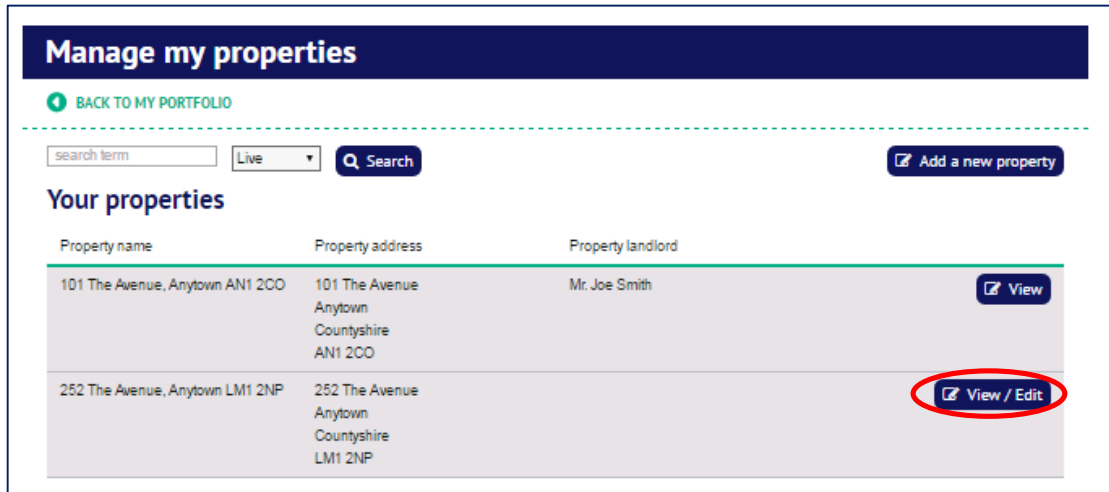
➔ Select “Manage my properties”



This page will show you the ‘live’ and ‘archived’ properties you have registered on the system. Properties that you wish to use for deposit registrations must appear on your ‘Live’ list.

- ➔ Select **“View/edit”** to edit all details registered for the property. Once you have made changes, select “Submit” to complete the process.

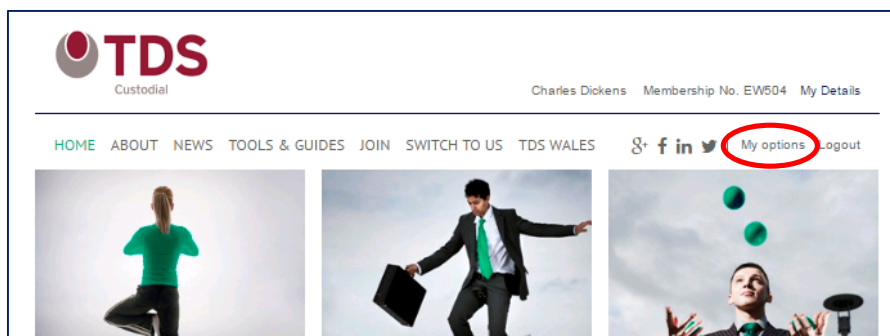
If you can only see the option to **“View”** this means that the property is being used in relation to a tenancy deposit you have registered on our system. If you wish to make changes to this, you will need to speak to our Customer Service Centre.



5. Making changes to the details of tenancy deposits registered with TDS Custodial

Your TDS Custodial account allows you to manage information relating to tenancy deposits that you have registered with us. The changes that you can make will depend on the status of the deposit registration.

- ➔ Log into your account at TDS Custodial, and then select **“My options”**.



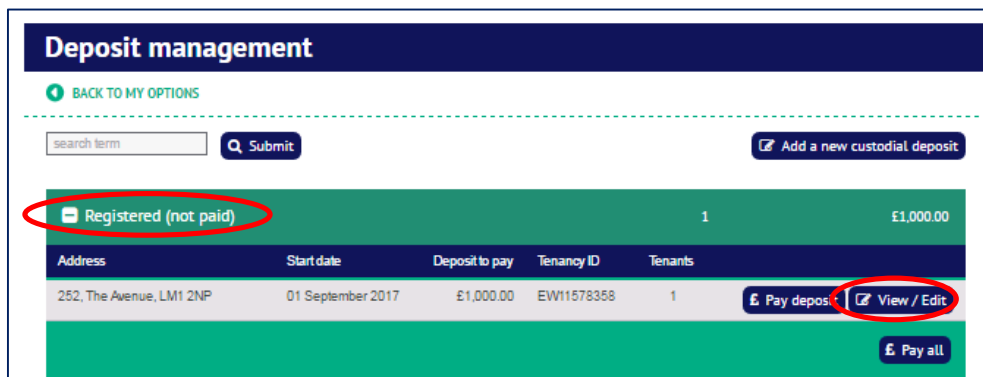
- ➔ Select **“Deposit management”**



Deposits registered (not paid)

Deposits appear in this category where you have registered a deposit on the system but not yet confirmed how you want to pay for it. TDS Custodial is not expecting to receive the deposit from you at this point.

➔ Select **“View/edit”** for the particular tenancy:



This will show you a deposit summary page giving you the following options:

➔ **“Edit”** – this allows you to edit the following details for the deposit registration:

- the property (use the drop down box to select a different property already registered on the system)
- the landlord (use the drop down box to select a different property already registered on the system)
- deposit amount
- amount to protect
- deposit received date
- tenancy start date
- expected end date
- number of tenants
- deposit reference
- rent amount

Deposit details

Property * 252 The Avenue, Anytown, Countyshire, LM1 2QP ⓘ

Landlord Mr. Joe Smith, Baker Street, Anytown, Countyshire, C. ⓘ

Deposit amount * £ 1000.00 ⓘ

Amount to protect * £ 1000.00 ⓘ

Deposit received date * 31 August 2017 ⓘ

Tenancy start date * 01 September 2017 ⓘ

Expected end date * 31 August 2018 ⓘ

Number of tenants * 1 ⓘ

Deposit reference ⓘ

Rent amount (per calendar month) £ 0.00 ⓘ

Go back Continue

- ➔ **“Delete”** – this option will delete the deposit registration in full.
- ➔ **“View/edit”** landlords associated with the deposit – where you are a letting agent, you can select this option to change details registered for the landlord. This has the same effect as changing the landlord details in your Portfolio (see Section 3 above).
- ➔ **“View/edit”** tenants associated with the deposit – selecting this option allows you to change details registered for the tenant(s) and add additional tenants.

Deposits awaiting payment

Deposits appear in this category where you have registered a deposit on the system and have either paid the deposit to us online, or confirmed that payment is to be made by bank transfer or cheque. TDS Custodial is expecting to receive the deposit from you at this point, so the changes you can make to the deposit details are more restricted.

- ➔ Select **“View/edit”** for the particular tenancy:

Deposit management

BACK TO MY OPTIONS

search term Submit Add a new custodial deposit

Registered (not paid)	0	£0.00
Awaiting payment	1	£1,000.00

Address	Start date	Payment expected	Tenancy ID	Tenants
101, The Avenue, AN1 2CO	01 October 2017	£1,000.00	EW11578330	1

View / Edit

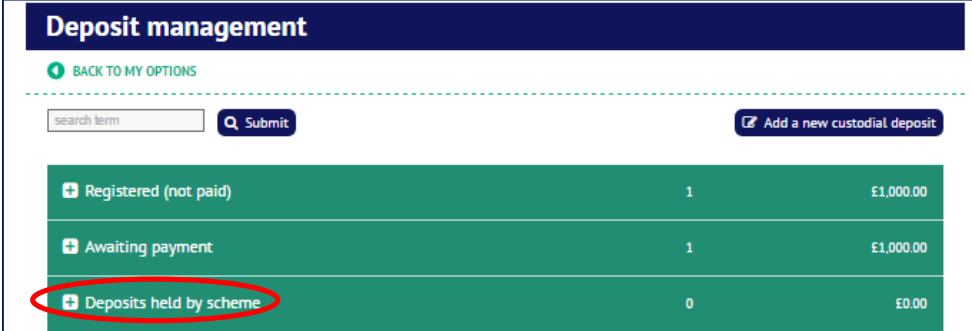
- ➔ **“View/edit”** landlords associated with the deposit – where you are a letting agent, you can select this option to change details registered for the landlord. This has the same effect as changing the landlord details in your Portfolio (see Section 3 above).
- ➔ **“View/edit”** tenants associated with the deposit – you can select this option to change details registered for the tenant(s).

You will need to speak to our Customer Service Centre if you need to make any of the following changes:

- changing the deposit details
- changing the property details
- changing the landlord details
- adding additional tenants

Deposits held

Deposits appear in this category where TDS Custodial has received the deposit in cleared funds. Because of this the changes you can make to the deposit details are limited:



The screenshot shows a web interface titled "Deposit management". At the top, there is a "BACK TO MY OPTIONS" link. Below that is a search bar with a "Submit" button and an "Add a new custodial deposit" button. The main content is a table with three rows:

Category	Count	Amount
Registered (not paid)	1	£1,000.00
Awaiting payment	1	£1,000.00
Deposits held by scheme	0	£0.00



“**View/edit**” tenants associated with the deposit – you can select this option to change contact details only for tenants registered against the deposit.

You will be able to make changes to tenant contact details up until the tenant updates their account themselves. Once they have done this, you will not be able to make any changes. You will see only a “**View**” option next to the tenant.