Website Processes

A Guide to Registering a Deposit

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

TDS
Tenancy Deposit Scheme
Insured | Custodial

Step by step

Log in to your TDS Custodial database

If you have a Head office membership, with multiple branches, you will need to select the branch the deposit should be registered under. Select 'manage my branches' and then log in as the correct branch.

Select '**Deposit Management**' to view your current deposits and start registering a new deposit:

Once within the 'Deposit Management' section, you will see the blue icon to '**Add a new deposit**'

⊙ Registered (not paid)	0	£0.00
⊙ Awaiting payment	0	£0.00
⊙ Deposits held by scheme	0	£0.00

Before registering a deposit, do not forget to add your Prescribed Information clauses, as this allows us to complete the auto-populated Prescribed Information template for you: My portfolio – Organisation details.

The TDS database stores your properties for you.

If you have already added a property to your account, you can select 'Yes' and start typing the property address or use the dropdown arrow to select the property:
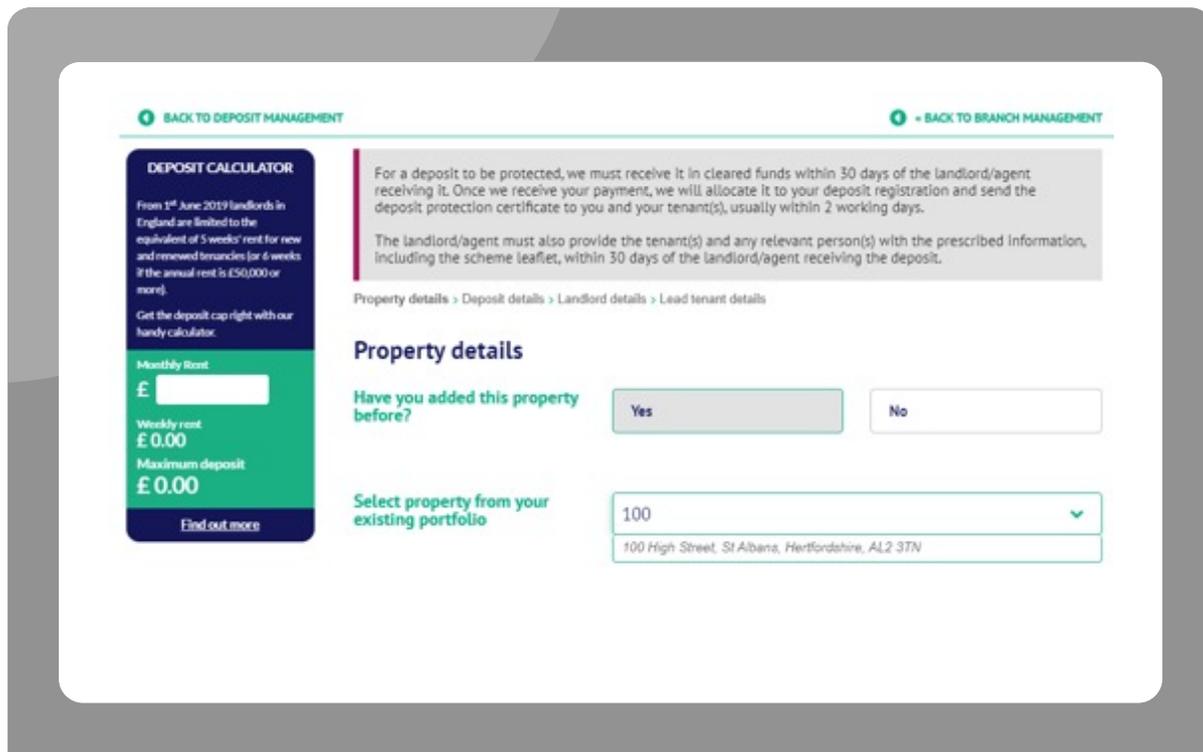
If you have not previously added the property, you can select 'no' and enter the property details.

You can use the 'Property address' field to start typing the address, or you can 'enter manually':

If you are registering deposits under an agent account, alongside the property you will also be asked for the landlord details.

Like with the properties, Landlords are stored.

If you have already added the landlord to your account, you can start typing the landlord's name or use the drop-down arrow to select the landlord:
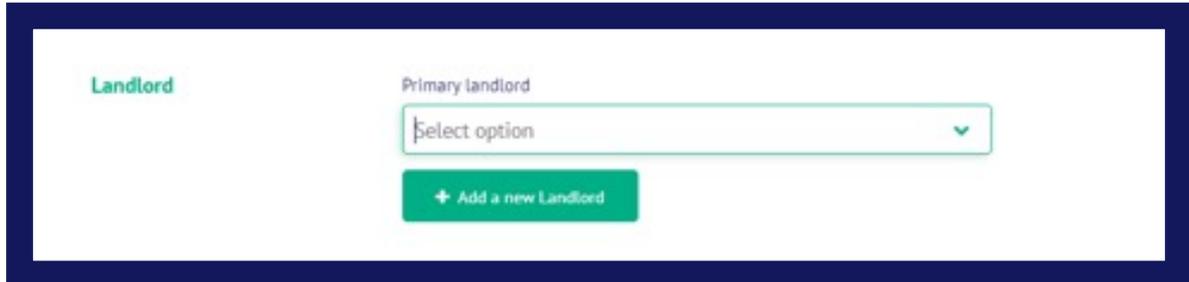
If you have not previously added the landlord, you can select '**Add a new Landlord**' and you can enter the details:

If you are registering deposits under an agent account, you may be managing the deposit on behalf of the landlord.

If you would prefer your contact details to be included, rather than the landlord's, you can enter the details as 'care of'.

> **i** Information entered as part of the deposit registration, including the landlord details, will be used to auto populate the Prescribed Information document which you must serve to the tenant(s) alongside the Scheme Leaflet.
>
> Once the property and landlord details have been added, you will be asked for the deposit details:

The 'amount to protect' can be a lesser amount, than the 'deposit amount'. This is a useful tool in an instance where a deposit is being paid by different sharers, or a deposit paid in instalments. You can protect what you have received and then 'top up' the deposit to the full deposit amount.

The number of tenants you enter here, will determine the number of tenants you can enter at the next stage - make sure you are entering the correct number of tenants

Deposit details

Deposit details

Rent amount

£

Rent period

| Monthly rent | Weekly rent |

Deposit amount

£

Amount to protect

£

Deposit received date

Day | Month | Year

Tenancy start date

Day | Month | Year

Expected end date

| 6 months | 12 months | Other |

Number of tenants

Deposit reference optional

Go back | Continue

The final step in registering a deposit, involves adding the tenant(s) details.

Alongside the tenant('s) details, 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 has a vested interest in the deposit, for example they paid the deposit on behalf of the tenant.

TDS Custodial operates a 'lead tenant' model and in the instance of multiple tenants, the first tenant you register, will automatically become the 'lead tenant'. This can be changed by you later if needed.

When adding tenants, you must include an email address or mobile number for each tenant.

Lead tenant details

Is the tenant associated with this deposit an organisation?

| Yes | No |

Title

Select option

First name

John, Jane

Surname

Smith, Jones

Contact information
ⓘ Question?

E-mail

tenant@email.com

Mobile

+44 ▼ | 07123 456789

Address for contact after the tenancy ends

Address search optional   Enter manually

🔍 Please start typing an address

Relevant persons
ⓘ Question?

Add relevant persons? optional

| Yes | No |

Tenancies involving more than one tenant

To view the terms and conditions click here
Do you agree with the above statement?

| I have read and agree | I don't agree |

Go back   Continue

Once the tenant's have been added, you are asked to review the information you have submitted for the deposit registration.

Once you are happy that the details are correct, you are presented with options as to what you can do next:

Cancel deposit – This cancels the registration and removes all of the details you have added.

Add another deposit – This stores the tenancy deposit information you have just added and goes straight back to the beginning to register another deposit.

Save and pay later – This saves the tenancy deposit information you have just added and takes you back to your deposit management page.

Pay custodial deposit – This takes you directly to your options of paying the deposit over to TDS Custodial.

If you select to 'pay custodial deposit' you are presented with all tenancy deposit registrations currently Registered (not paid).

TDS Custodial allows you to pay multiple deposits over in one transaction and you can select the deposits you wish to pay at this time:

ℹ️ If selecting 'Bank Transfer', you are presented with the TDS Custodial bank details. TDS Custodial will not automatically take payment of the deposit monies, you need to initiate the payment by sending the deposit monies to us using the details provided.

ℹ️ Remember to include the EW or BLK reference with the payment, so we know which deposit(s) registration it relates to.

Once you have indicated that the payment of the deposit has been initiated, the deposit will be shown in the 'Awaiting payment' section of your Deposit Management page. The registration will sit here until we receive the deposit monies and allocate this against the registration.
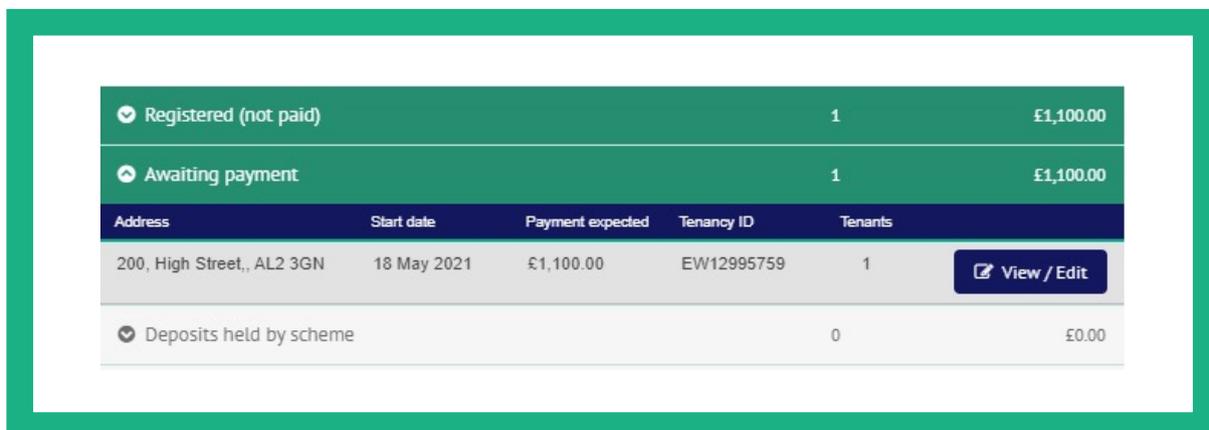
☑ Registered (not paid)				1	£1,100.00
☒ Awaiting payment				1	£1,100.00
Address	**Start date**	**Payment expected**	**Tenancy ID**	**Tenants**	
200, High Street,, AL2 3GN	18 May 2021	£1,100.00	EW12995759	1	☑ View / Edit
☑ Deposits held by scheme				0	£0.00

tenancydeposits

📞 **0300 037 1000**

🖱 **www.tenancydepositscheme.com**

✉ **Tenancy Deposit Scheme**
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Maylands Building,
200 Maylands Avenue
Hemel Hempstead
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