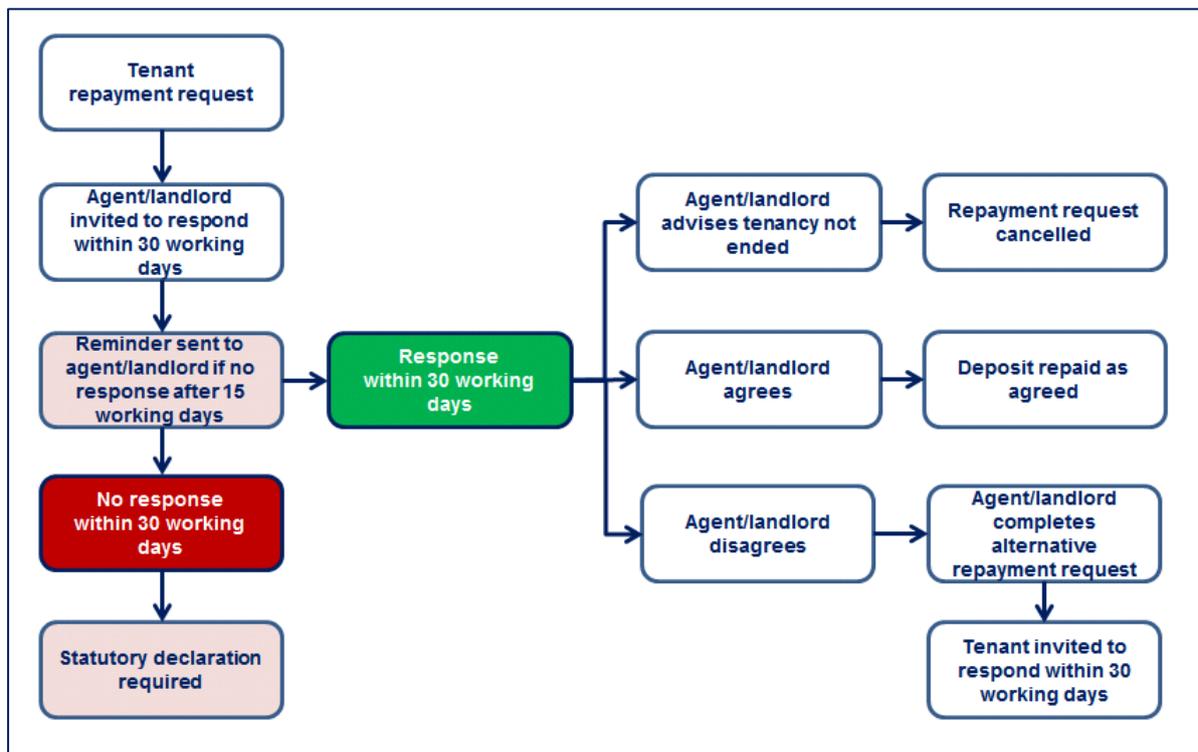


## Tenants' Guide How you get back the deposit at the end of the tenancy

**This quick guide sets out what landlords and tenants need to do at the end of the tenancy to repay a deposit which is held by TDS Custodial.**

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. In most cases the agent/landlord will start this process by completing an **online Repayment Request**. However it is also possible for the lead tenant to start this repayment process.

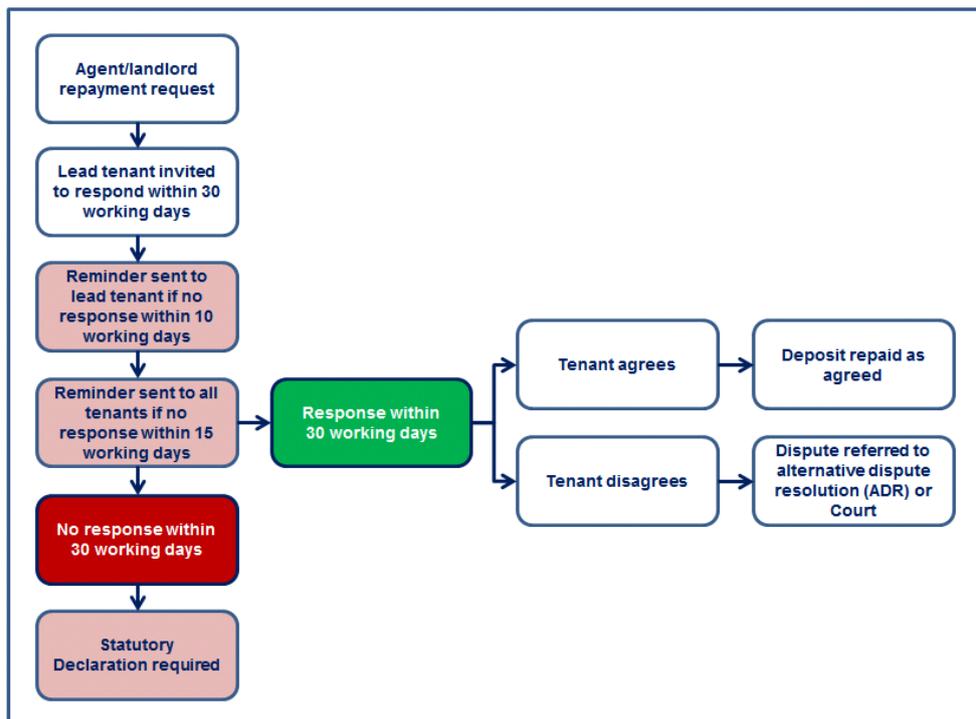
### The deposit repayment process started by the tenant



If the lead tenant completes a repayment request, the agent/landlord will need to respond to this through their online TDS Custodial account.

If the agent/landlord disagrees and completes an alternative repayment request, the lead tenant will need to respond to this through their online TDS Custodial account.

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



If the landlord starts the repayment process the lead tenant will need to respond to this through their online TDS Custodial account.

The process shown above also applies where the tenant is first to complete a repayment request, but the agent/landlord disagrees with it and completes an alternative repayment request. The lead tenant will need to respond to this through their online TDS Custodial account.

## Step by Step

### Tenant completing a repayment request

#### 1. Log into the TDS Custodial account

When the deposit was first protected, TDS Custodial sent each tenant an email asking the tenant to activate their online account.

##### Setting up an account



The tenant must first set up their account by clicking in the link in the Welcome email. If this has expired you should request another activation email via the login screen and we will email you one as long as we have the email address registered on the system.

## 2. Lead tenant raises repayment request

When the lead tenant logs into their account, they will see the deposit(s) that they are connected to.



If the tenant has more than one deposit registered with the scheme. They will see a list of their deposits and will need to select the “View” option for the relevant tenancy. This will show them the deposit summary for that tenancy.

Deposit(s) held or protected by scheme					
Address	Start date	Deposit Held	Tenancy ID	Tenants	
4 , Essex Road, SG1 3EZ	01 August 2016	£1,000.00	EW11577592	2	View
22, The Avenue, AB1 2CD	01 August 2016	£1,000.00	EW11577622	2	View
99, High Street, DE1 2FG	01 August 2016	£1,000.00	EW11577624	2	View

If the tenant has only one deposit registered with the scheme they will be taken straight to the deposit summary.



The lead tenant selects the option “Request Repayment of Deposit” at the bottom of the screen:

Landlords associated with this deposit	
Organisation name	Role
John Smith	Primary landlord

[Request Repayment of Deposit](#) | [Download Deposit Protection Certificate](#)

### 3. Updating the tenant’s bank and contact details

At this stage the tenant is required to provide their payment details as these will be needed when any payments are made once the process has been completed. TDS Custodial needs these even if the tenant will not be claiming any monies at the end of the process in case we do end up having to pay monies to the tenant.

If payment details have already been provided, the tenant is given the opportunity to update them.

At the same time the tenant can update their contact details.



When ready to continue, the tenant selects “**Continue**”.

#### Payment details

Please provide your latest contact details as well as your bank account information. We need these so we can contact you and pay you any amount of the deposit which is due to you.

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

#### Payment details

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.

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

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

## 4. Completing the tenant's repayment request

The form will ask the tenant to provide the following information:

- a tenancy end date (this cannot be a date in the future)
- the amount of the deposit that the tenant wants to be paid to them. Where there are joint tenants, the page will split the amount to be paid to the joint tenants equally between each of them. The lead tenant can then change the amount to be repaid to each joint tenant.
- the amount of the deposit that they propose is paid to the agent/landlord:



The tenant enters the required information and selects "Continue"

### Tenancy end date

Please tell us the date you think the tenancy ended \*

01 August 2017

### Repayment of deposit

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 £ 500.00

Go back Continue

## 5. Confirming the tenant's repayment request

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

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



To complete their repayment request, the tenant confirms their agreement to the scheme rules and selects the "Submit" option and

### Repayment request summary

#### This is what you have told us

Please make sure the information is correct because if the agent/landlord agrees, we will repay the deposit as set out below

Deposit status	Deposit held	
Tenancy end date	01 August 2017	
Total amount of deposit	£	1000.00
Amount of deposit to be repaid to joint tenants	£	500.00
- Mr. Joe Jones	£	250.00
- Mrs. Josy Jones	£	250.00
Amount of deposit to be repaid to John Smith	£	500.00

### 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

[Go back](#) [Return to My Options](#)

Do you agree with the above statement? \*

I agree  I don't agree

[Submit](#)

[Edit](#)

## 6. What happens next?

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



send a copy of the repayment request to the agent/landlord – the agent/landlord then has 30 working days to respond;



send the tenant a confirmation email confirming details of the repayment request made by them.

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



If the agent/landlord does not respond to the tenant's repayment request, they will be sent a reminder after 15 working days.

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

- If the tenant requested all of the deposit to be paid to the agent/landlord TDS Custodial will make payment within 5 working days.
- If the tenant requested payment of part (or all) of the deposit, they will need to complete a statutory declaration before payment can be made.

## Step by step

### Responding to the agent/landlord's repayment request

The agent/landlord will log onto the TDS Custodial website and set out:

- how much of the deposit they wish to return to the tenant[s] and
- the reasons why they consider any of the deposit should be paid to them.

Under the TDS Custodial scheme any payments to a landlord have to either be:

- agreed with the tenant; or
- made as a result of a TDS Adjudication: or
- made as a result of a County Court decision

## 1. Log into the TDS Custodial account

When the deposit was first protected, TDS Custodial sent each tenant an email asking the tenant to activate their online account.

### Setting up an account



The tenant must first set up their account by clicking in the link in the Welcome email. If this has expired you should request another activation email via the login screen and we will email you one as long as we have the email address registered on the system.

**TDS**  
Custodial

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### Login

**Enter your e-mail address and password**

Please enter your e-mail address and password which you chose when you activated your account.

E-mail address \*

Password \*

[Login](#)

[Forgotten password/activate account](#)

## 2. Lead tenant reviews the agent/landlord's repayment request

When the lead tenant logs into their account, they will see the deposit(s) that they are connected to.



If the tenant has more than one deposit registered with the scheme. They will see a list of their deposits and will need to select the “View” option for the relevant tenancy. This will show them the deposit summary for that tenancy.

Deposit(s) held or protected by scheme					
Address	Start date	Deposit Held	Tenancy ID	Tenants	
4 , Essex Road, SG1 3EZ	01 August 2016	£1,000.00	EW11577592	2	View
22, The Avenue, AB1 2CD	01 August 2016	£1,000.00	EW11577622	2	View
99, High Street, DE1 2FG	01 August 2016	£1,000.00	EW11577624	2	View

If the tenant has only one deposit registered with the scheme they will be taken straight to the deposit summary.

The lead tenant selects the following options at the bottom of the deposit summary screen:



“View Repayment Request” displays a summary of the agent/landlord repayment request, and allows the tenant to select further options to either print it or download a PDF copy



“Respond to repayment request” allows the tenant to respond to the repayment request – **NB** only the lead tenant has this option.

Name	Email	Telephone no.
There are no related parties associated with this deposit		
Landlords associated with this deposit		
Organisation name	Role	
John Smith	Primary landlord	
Respond to repayment request  View Repayment Request  Download Deposit Protection Certificate		

### 3. Updating the tenant's bank and contact details

At this stage the tenant is required to provide their payment details as these will be needed when any payments are made once the process has been completed. TDS Custodial needs these even if the tenant will not be claiming any monies at the end of the process in case we do end up having to pay monies to the tenant.

If payment details have already been provided, the tenant is given the opportunity to update them.

At the same time the tenant can update their contact details.



When ready to continue, the tenant selects “**Continue**”.

#### Payment details

Please provide your latest contact details as well as your bank account information. We need these so we can contact you and pay you any amount of the deposit which is due to you.

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

#### Payment details

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.

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

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

## 4. Responding to the agent/landlord's repayment request

The lead tenant is shown the agent/landlord's repayment request.



The lead tenant confirms the date they consider the tenancy ended, and chooses one of the options for responding to the repayment request and selects "Continue".

### Tenancy end date

Please tell us the date you think the tenancy ended \*

Day Month Year

### Response to repayment request

Please select one of the following options \*

- I agree with the repayment request
- I agree with the repayment request and wish to change the distribution between the tenants
- I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism
- I do not agree with the repayment request and wish to resolve the dispute using the scheme's dispute resolution mechanism

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

**Response to repayment request with joint tenants:** note that where joint tenants are involved and an amount is due to them, the lead tenant will see an additional option which allows them to agree to the request but go on to change the split between the tenants.

### Response to repayment request

The agent/landlord has provided the following request for repayment of the deposit. Please enter your response showing how you wish the deposit to be repaid.

	Agent/landlord's repayment request	Tenant's repayment request
Mr. Joe Jones	£ 250.00	£ 0.00
Mrs. Josy Jones	£ 250.00	£ 0.00

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

## 5. Tenant accepts the agent/landlord's repayment request

If the tenant selects the option agreeing with the agent/landlord's repayment request they will be shown a warning that this will result in the repayment of the deposit.

➔ The tenant must select the "I agree" button to confirm their agreement and continue.

The tenant is then shown a success message confirming that payment will be made within 5 working days.



The screenshot shows a web form titled "Response to repayment request". At the top, it says "Please select one of the following options \*" followed by a radio button selected for "I agree with the repayment request". Below this is a warning dialog box with a blue header and a close button. The warning text reads: "You are agreeing to the agent/landlord's repayment request. 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." At the bottom of the dialog box are two buttons: "I don't agree" and "I agree". The "I agree" button is circled in red.

Where a tenant accepts the agent/landlord's repayment request this is the end of the process.

## 6. Tenant does not accept the agent/landlord's repayment request

If the tenant does not accept the agent/landlord's repayment request they will need to decide whether the dispute should be settled in Court or via TDS Custodial's free Alternative dispute Resolution (ADR) process.

To dispute the agent/landlord's repayment request the tenant must select one of the bottom two options:

**Response to repayment request**

Please select one of the following options \*

- I agree with the repayment request
- I agree with the repayment request and wish to change the distribution between the tenants
- I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism
- I do not agree with the repayment request and wish to resolve the dispute using the scheme's dispute resolution mechanism

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



Where the tenant indicates that they **do not** wish to use the scheme's **dispute resolution mechanism** this means that the only way that the deposit dispute can now be resolved is by either the landlord or tenant going to Court. The tenant will see a warning about this and must select "Continue" to proceed.

Please tell us the date | 01 | August | 2017

**Warning**

You have told us that you do not agree with the Repayment Request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism. This means that we will continue to hold the deposit. You will need to take the dispute to court or reach agreement with the agent/landlord. Please confirm that this is what you want to happen to the deposit.

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

I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism



Where the tenant indicates that they do wish to use the scheme's dispute resolution mechanism they will be able to give their response to the agent/landlord's repayment request, showing what it is that they want to happen to the deposit. The tenant completes a breakdown for the payments to be made from the deposit and selects "Continue".

## Response to repayment request

The agent/landlord has provided the following request for repayment of the deposit. Please enter your response showing how you wish the deposit to be repaid.

	Agent/landlord's repayment request		Tenant's repayment request	
Deposit amount				£1,000.00
Amount of deposit to be repaid to Mr. Joe Jones	£	500.00	£	<input type="text" value="0.00"/>
Amount of deposit to be repaid to John Smith	£	500.00	£	<input type="text" value="0.00"/>
- Cleaning	£	100.00	£	<input type="text" value="0.00"/>
- Damage to Property or Contents	£	100.00	£	<input type="text" value="0.00"/>
- Redecoration	£	100.00	£	<input type="text" value="0.00"/>
- Gardening	£	100.00	£	<input type="text" value="0.00"/>
- Rent Arrears	£	50.00	£	<input type="text" value="0.00"/>
- Other or Unknown	£	50.00	£	<input type="text" value="0.00"/>
- Reason for 'other' payments				
- Agent/landlord	Replacement keys			
- Tenant(s)				

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

## 7. Confirming the tenant's response to the agent/ landlord's repayment request

The tenant will see a new screen where the summary of their response to the repayment request is shown (which can still be edited by selecting the "Edit" option).

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



To complete their repayment request, the tenant selects the "Submit" option.

	Agent/landlord's repayment request		Tenant's repayment request	
Deposit status	Repayment requested - agent/landlord			
Situation	Repayment requested by John Smith, response required by 29 Sep 2017. If no response has been received we will send a reminder before this deadline expires.			
Tenancy end date	01 August 2017		01 August 2017	
Amount of deposit to be repaid to tenant(s)	£	500.00	£	1000.00
Amount of deposit to be repaid to John Smith	£	500.00	£	0.00
- Cleaning	£	100.00	£	0.00
- Damage to Property or Contents	£	100.00	£	0.00
- Redecoration	£	100.00	£	0.00
- Gardening	£	100.00	£	0.00
- Rent Arrears	£	50.00	£	0.00
- Other or Unknown	£	50.00	£	0.00
- Reason for 'other' payments				
- Agent/landlord	Replacement keys			
- Tenant(s)	-			

### Declaration

**Warning** [X]

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

Do you agree with the above statement? \*

I agree
  I don't agree

**Submit**

## 8. What happens next?

After the tenant has responded to the repayment request, TDS Custodial will:



send a copy of the repayment request to the agent/landlord, usually by email;



send the tenant a confirmation email confirming details of the repayment request made by them.

Where the tenant does not agree the repayment request and wants to use the ADR service, all parties are advised that they must attempt to resolve the dispute first. Both the tenant and landlord should contact each other in an effort to resolve the dispute. The dispute is placed 'on hold' for 10 working days to allow this to happen.

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.

## 9. Tenant agrees with the agent/landlord's repayment request

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

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



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

### Landlords associated with this deposit

Organisation name	Role
John Smith	Primary landlord

[Update repayment request](#) [View Repayment Request](#) [Download Deposit Protection Certificate](#)



selects the option "I agree to agent/landlord's repayment request shown above"

### Do you agree with the proposal?

Do you agree with the repayment request? \*

- I agree to the agent/landlord's repayment request as shown above
- The agent/landlord 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 tenant will be shown a warning asking them to confirm their agreement – the tenant selects the option "I agree"

## 10. Tenant does not agree with the agent/landlord repayment request

The tenant needs to choose one of the following three options.

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



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

### Do you agree with the proposal?

Do you agree with the repayment request? \*

- I agree to the agent/landlord's repayment request as shown above
- The agent/landlord 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 page will ask the tenant to confirm that they are happy for the scheme to confirm this agreement with the agent/landlord. The tenant selects the option “I agree”

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

- If the agent/landlord confirms their agreement to the repayment request TDS Custodial will advise the tenant 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 agent/landlord to confirm whether or not there is still a dispute.

## Option 2: to amend their repayment request



The tenant selects the option “I wish to amend my repayment request”.

### Do you agree with the proposal?

Do you agree with the repayment request? \*

- I agree to the agent/landlord's repayment request as shown above
- The agent/landlord 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 tenant will be shown a copy of each party's repayment request, and can amend the amounts in their own repayment request. The tenant can reduce amounts that they wish to receive from the deposit, and can increase what they are prepared to pay the agent/landlord.



The tenant 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.

	Agent/landlord's repayment request		Tenant'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>	£	0.00	£	1000.00
- Mr. Joe Jones	£	0.00	£	500.00
- Mrs. Josy Jones	£	0.00	£	500.00
<b>Amount of deposit to be repaid to John Smith</b>	£	1,000.00	£	0.00
- Cleaning	£	200.00	£	0.00
- Damage to Property or Contents	£	200.00	£	0.00
- Redecoration	£	200.00	£	0.00
- Gardening	£	200.00	£	0.00
- Rent Arrears	£	200.00	£	0.00

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



The tenant 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 tenant selects the option “It has not been possible to reach any further agreement”.

**Do you agree with the proposal?**

Do you agree with the repayment request? \*

- I agree to the agent/landlord's repayment request as shown above
- The agent/landlord 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 tenant is asked to confirm whether they have discussed the repayment request with the agent/landlord.

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



To complete their response the tenant selects “Continue”.

**Do you agree with the proposal?**

Do you agree with the repayment request? \*

- I agree to the agent/landlord's repayment request as shown above
- The agent/landlord 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

**Unable to reach an agreement**

Have you discussed your repayment request with the agent/landlord?  Yes  No

**Warning**

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 agent/landlord and revisit this page.

[Go Back](#) [Continue](#)

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

Where the tenant advises that they **have discussed their repayment request** with the agent/landlord, 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 agent/landlord?  Yes  No

**Agreement detail**

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, we may ask them to continue to try to do so before any dispute is progressed.