How to use the TDS Insured scheme for Landlords
How to use the TDS Insured scheme for Landlords

Website user guide

TDS for Landlords is an easy to use online service for protecting tenancy deposits under our TDS Insured scheme where a landlord member holds the tenancy deposit during the term of the tenancy agreement. TDS also offers a Custodial scheme which is free to use and TDS will hold the tenancy deposit again during the tenancy term.

To access information about using the TDS Custodial scheme please go to www.custodial.tenancydepositscheme.com and click on Landlords & Agents for key guidance.

Contents

1. Join TDS for Landlords 03
2. Protect a tenancy deposit 04
3. End deposit protection 07
4. Manage tenancy deposits 08
5. Download tenancy deposit protection certificate 09
6. Change landlord details 10
7. Download invoices 11

Are you a member of the Residential Landlords Association?

Members of the RLA can protect deposits with TDS using the DepositGuard service, accessed via the RLA website.

For assistance with DepositGuard please go to www.rla.org.uk
1. Join TDS for Landlords

To protect deposits with TDS for Landlords you first need to become a member.

1. **Click here** to complete the Join TDS for Landlords form

This person or company must own the property of any tenancy which you register in this account.

If the Landlord is a joint owner you can add two first names i.e. Louisa & Paul on one line. If the owner is a Company please only add that detail in the Company name box.

2. Click **Join TDS** and you will be shown our terms and conditions.

3. Click **Agree** to activate your account.

**Your TDS for Landlords account is now active**

You are now ready to protect tenancy deposits.
2. Protect a tenancy deposit

**Important:** The property which you are registering must be owned by the landlord named in this TDS for Landlords account. Checks are performed with the Land Registry to confirm ownership.

1. Login to your account by clicking **Member Login** in the top right of the screen. Your username is your email address.

If you are using TDS Custodial remember you need to go to [www.custodial.tenancydepositscheme.com](http://www.custodial.tenancydepositscheme.com)

2. When you login you will see ‘Summary of Deposits’. Click ‘Register a new deposit’.

<table>
<thead>
<tr>
<th>Landlord Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Landlord ID</strong></td>
</tr>
<tr>
<td><strong>First Name</strong></td>
</tr>
<tr>
<td><strong>Surname</strong></td>
</tr>
<tr>
<td><strong>Company Name</strong></td>
</tr>
<tr>
<td><strong>Company Registration Number</strong></td>
</tr>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
</tr>
<tr>
<td><strong>Deposits Amount Protected</strong></td>
</tr>
<tr>
<td><strong>Deposits Protected</strong></td>
</tr>
<tr>
<td><strong>Deposits Unprotected</strong></td>
</tr>
</tbody>
</table>

[Update my details] [Register a new deposit]
3. Add details of the tenancy and deposit exactly as they appear on the tenancy agreement.

Add deposit

Enter the tenancy address
If you have used this address before you can select it from your ‘Property Bank’.

Enter the deposit amount, rent amount, and tenancy dates.

Click ‘Add tenancy’

4. You will now proceed to ‘Add a tenant’. Enter the name and contact details of the first tenant.

Add a tenant

Click ‘Add tenant’
5. You will now come to the Deposit Summary and you have 3 options.

- To add another tenant to this tenancy click ‘Add another tenant’ and return to step 4.
- To register another tenancy click ‘Add to cart & Add another deposit’ and return to step 3.
- If you have added all tenants and tenancies click ‘Finished? Pay now’ to continue.

6. In the Shopping Cart check the deposits are correct and click ‘Purchase’.

7. Select your credit or debit card type and you will be invited to enter your card details. When the payment is processed you will see a confirmation page.

The deposit is now protected.

You will receive an email containing a prescribed information form, deposit protection certificate, and the official leaflet ‘What is the Tenancy Deposit Scheme?’, which you must send to your tenants.
3. End tenancy deposit protection

1. When you login you will see your Summary of Deposits page. Scroll down to see a list of Your protected deposits. Beside the relevant deposit click View.

<table>
<thead>
<tr>
<th>Deposit Address</th>
<th>Tenancy Agreement start date</th>
<th>Tenancy Agreement end date</th>
<th>Tenant(s)</th>
<th>Deposit Amount Protected</th>
<th>Status</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>87 Harp Lane, St Albans, Hertfordshire, AL2 7TY</td>
<td>18/02/2014</td>
<td>01/02/2015</td>
<td>Julia Jones</td>
<td>£600.00</td>
<td>Protected</td>
<td>View</td>
</tr>
</tbody>
</table>

2. In the Deposit Summary click End Tenancy on the right under ‘Quick Links’.

3. Next, you need to tell us when the tenancy ended and if there is a deposit dispute.

If there is a dispute click ‘Ended in dispute’ and enter the tenancy end date. (Note: the online dispute process is carried out via the deposit protection record and not via your TDS for Landlords account.)

5. If there is no dispute select ‘No dispute’. Tell us how the deposit was divided, when it was repaid, and when the tenancy ended.

You can add a note to confirm your actions but this is optional.

To end protection click Submit.

Deposit protection is now ended
4. Manage tenancy deposits

To view all deposits in your account, login to your account and you will see your Summary of Deposits page.

Scroll down to see details of all tenancies you have registered with TDS.

Unactivated deposits
Payment has not been received and these are not protected. Click ‘View’ to continue adding details. If details are already entered click ‘Proceed to checkout’ to pay and protect.

Please click remove if required.

Pending Deposits
Your payment is being processed. It should not take more than 1 day.

Protected deposits
These deposits are protected. Click ‘View’ to enter the deposit summary, where you can download the deposit protection certificate or end protection of the deposit.

Expired deposits
Protection has expired on these deposits within the last 3 months.
5. Download a deposit protection certificate

1. Login to your account where you will see your Summary of Deposits page. Scroll down to **Your protected deposits**. Click the **View** button beside the deposit.

<table>
<thead>
<tr>
<th>Deposit Address</th>
<th>Tenancy Agreement start date</th>
<th>Tenancy Agreement end date</th>
<th>Tenant(s)</th>
<th>Deposit Amount Protected</th>
<th>Status</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>87 Harp Lane, St. Albans, Hertfordshire, AL9 7TY</td>
<td>18/12/2014</td>
<td>01/02/2015</td>
<td>Julia Jones</td>
<td>£600.00</td>
<td>Protected</td>
<td>View</td>
</tr>
</tbody>
</table>

2. In the deposit record on the right of the screen there is a list of **Quick Links**. Click **Download tenancy certificate**.

   ![TDS logo](image)

   **Deposit summary**

   - Tenancy ID: 876889
   - Address: 87 Harp Lane, St. Albans

   **Quick Links**

   - Summary of deposits
   - End Tenancy
   - Download Tenancy Certificate

   ![TDS website screenshot](image)

   The certificate will be downloaded to your computer as a PDF file.

   Depending on your internet browser, you should see a link to the file appear in your internet browser. Click on this link to open the file.

   Alternatively, go to the folder where your computer sends files when they are downloaded from the internet.
6. Change landlord details

In your account you can change your:

- Name
- Email address
- Password
- Company name/number
- Telephone
- Address

1. When you login you will enter your Summary of Deposits page. Underneath Landlord Information click ‘Update my details’.

2. To change any details simply type the new information in the appropriate field.

3. Click ‘Update landlord’.

Your details are now updated.
7. Download invoices

1. Login to your account where you will see your Summary of Deposits. On the right hand side click ‘View Accounts’ on the list of Quick Links.

2. In ‘View Accounts’ you will see a list of your transactions for protection of deposits.

To download a PDF of an invoice click ‘Download’
To view an invoice in your browser click ‘Show’