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.

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:
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]
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”
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
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.
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.

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.
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](image-url)
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”.

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.
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.

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:

- 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 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.
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”.

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.

<table>
<thead>
<tr>
<th>Deposit amount</th>
<th>Agent/landlord’s repayment request</th>
<th>Tenant’s repayment request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of deposit to be repaid to Mr. Joe Jones</td>
<td>£ 500.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>Amount of deposit to be repaid to John Smith</td>
<td>£ 500.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Cleaning</td>
<td>£ 100.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Damage to Property or Contents</td>
<td>£ 100.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Redecoration</td>
<td>£ 100.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Gardening</td>
<td>£ 100.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Rent Arrears</td>
<td>£ 50.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Other or Unknown</td>
<td>£ 50.00</td>
<td>£ 0.00</td>
</tr>
<tr>
<td>- Reason for ‘other’ payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Agent/landlord</td>
<td>Replacement keys</td>
<td></td>
</tr>
<tr>
<td>- Tenant(s)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
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.

<table>
<thead>
<tr>
<th>Deposit status</th>
<th>Repayment requested - parties attempting to reach agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Situation</td>
<td>The dispute resolution mechanism is on hold whilst the parties attempt to reach agreement</td>
</tr>
</tbody>
</table>

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”

- selects the option “I agree to agent/landlord’s repayment request shown above”

- 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?

- 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

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?

- 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

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”.

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”.

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”.

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.
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.