

# How to use the TDS Insured scheme for Landlords

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## 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](http://www.custodial.tenancydepositscheme.com) and click on **Landlords & Agents** for key guidance.

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### **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](http://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.

[Login](#) [Join TDS](#)

To create your TDS account please complete this form

Title:	Mrs	
Landlord firstname:	Louisa	
Landlord surname:	Logeur	
Is the landlord a company?	<input checked="" type="checkbox"/>	
Company Name:	Logeur Property	
Company Registration Number:	123456	
Landlord email:	logeur@xyz.com	<small>This email address will be your username</small>
Confirm Email:	logeur@xyz.com	
Choose password:	*****	
Confirm Password:	*****	
Landlord address		
Postcode:	SW1 1AA	No address found, please ▾ <small>I am an overseas landlord: <input type="checkbox"/></small>
Sub building name		
Building name or number	1	
Street	Park Lane	
Locality		
Town	London	
County	London	
Telephone:	0208 8118181	
Fax:		
<a href="#">Terms &amp; Conditions</a> <a href="#">Join TDS</a>		

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**

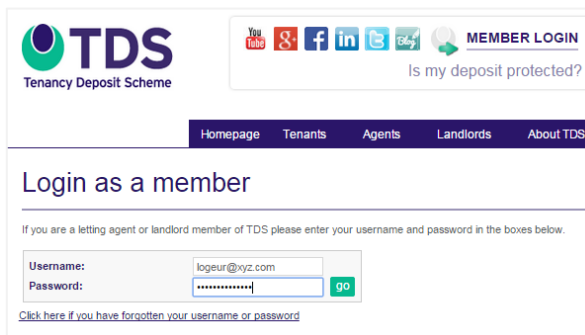
You are now ready to protect tenancy deposits.

# 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.

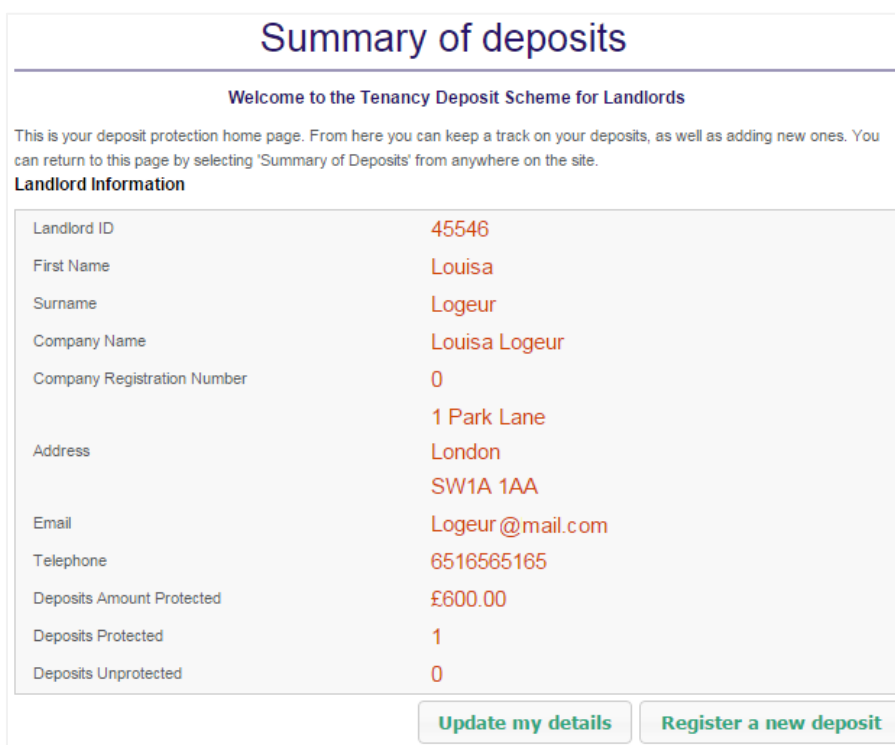


The screenshot shows the TDS (Tenancy Deposit Scheme) website. At the top, there's a navigation bar with links: Homepage, Tenants, Agents, Landlords, and About TDS. Below this, there's a 'Login as a member' section. It includes a message: 'If you are a letting agent or landlord member of TDS please enter your username and password in the boxes below.' There are two input fields: 'Username:' with the value 'logeur@xyz.com' and 'Password:' with masked characters. A green 'go' button is next to the password field. Below the fields is a link: 'Click here if you have forgotten your username or password'.



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'**.



The screenshot shows the 'Summary of deposits' page. At the top, it says 'Welcome to the Tenancy Deposit Scheme for Landlords'. Below this, there's a message: 'This is your deposit protection home page. From here you can keep a track on your deposits, as well as adding new ones. You can return to this page by selecting 'Summary of Deposits' from anywhere on the site.' The page is titled 'Landlord Information' and contains a table with the following details:

Landlord ID	45546
First Name	Louisa
Surname	Logeur
Company Name	Louisa Logeur
Company Registration Number	0
Address	1 Park Lane London SW1A 1AA
Email	Logeur@mail.com
Telephone	6516565165
Deposits Amount Protected	£600.00
Deposits Protected	1
Deposits Unprotected	0

At the bottom of the page, there are two buttons: 'Update my details' and 'Register a new deposit'.



3. Add details of the tenancy and deposit exactly as they appear on the tenancy agreement.

## Add deposit

This is the "bank" that holds all your previous tenancy addresses	<a href="#">Open Property Bank</a>
Enter the tenancy postcode here. Click enter postcode.	<input type="text" value="W1A 1AA"/> <a href="#">Enter Postcode</a>
Then select your address here	<input type="text" value="Addresses will appear here..."/>
Sub building name e.g. basement flat	<input type="text"/>
Building name or number	<input type="text"/>
Street	<input type="text" value="Portland Place"/>
Locality	<input type="text"/>
Town	<input type="text" value="London"/>
County	<input type="text" value="London"/>
Postcode	<input type="text" value="W1A 1AA"/>

Tenancy ID	<input type="text" value="483096"/>
Deposit amount	<input type="text" value="£ 1500"/>
Confirm deposit amount	<input type="text" value="£ 1500"/>
Rent amount	<input type="text" value="£ 1000.00"/>
Tenancy start date	<input type="text" value="17/07/2014"/>
Date deposit received	<input type="text" value="08/07/2014"/>
Deposit protection start date	<input type="text" value="05/03/2015"/>
Tenancy Agreement end date	<input type="text" value="03/03/2015"/>

[Cancel](#) [Add tenancy](#)

### 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

Please add the details for the tenant below. You **MUST** provide either a telephone number or an email address in order to continue

Tenant ID	<input type="text" value="361405"/>	Tenant's Email Address  Please enter a valid email address for the tenant.
First name	<input type="text" value="Daisy"/>	
Surname	<input type="text" value="Smith"/>	
Mobile	<input type="text" value="07565135432"/>	
Email	<input type="text" value="daisy@deposits.com"/>	
Tenancy start date	<input type="text" value="08/02/2015"/>	
Tenancy end date	<input type="text" value="27/02/2016"/>	

[Cancel](#) [Add 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.

### Deposit summary

Thank you for adding a tenant. Please review the information below to ensure that it matches your tenancy agreement exactly. You now have three options:

[ADD ANOTHER TENANT](#) [ADD TO CART AND ADD ANOTHER DEPOSIT](#) [FINISHED? PAY NOW!](#)

Tenancy ID155542

6. In the **Shopping Cart** check the deposits are correct and click **'Purchase'**.

Product	Description	Price	Delete
Deposit Protection <a href="#">View Tenancy</a>	Portland Place W1A 1AA Deposit: £750.50	£18.29	X
		NET	£18.29
		VAT	£3.66
		Total	£21.95

[Clear Cart](#) [Purchase](#)



If you have a discount code voucher you will be able to add this in the relevant box on this page.

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.

### SECURE PAYMENT PAGE

Please review your purchase details, then select a payment method to continue.

**The Dispute Service Limited**  
Description  
Amount

**TDS - Deposit Protection Invoice ID: 82168 Landlord ref: LL052754**  
**£21.95**

Select your payment method

MasterCard

VISA

Maestro

JCB

MasterPass

V.me by Visa

**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**.

## Your Protected Deposits

Payment has cleared for these deposits and the deposit is protected.

Deposit Address	Tenancy Agreement start date	Tenancy Agreement end date	Tenant(s)	Deposit Amount Protected	Status	Options
87 Harp Lane, St. Albans, Hertfordshire, AL9 7TY,	18/12/2014	01/02/2015	Julia Jones	£600.00	Protected	<a href="#">View</a>



2. In the Deposit Summary click **End Tenancy** on the right under **'Quick Links'**.

Deposit summary

Tenancy ID876689

Quick Links

Summary of deposits

End Tenancy



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

Tenancy address	87 Harp Lane St Albans Hertfordshire AL9 7TY	
Deposit Registered	£600.00	
How did this tenancy end	<div><div><div>No dispute</div><div>Ended in dispute</div></div><div>This tenancy has ended and there is no dispute about the return of the deposit</div><div>Please enter the amount paid to each party and the date the payment was made.</div><div><div><div>Paid to tenant</div><div>Date</div></div><div><div>£ 500</div><div>10/03/2015</div></div><div><div>Paid to landlord</div><div>Date</div></div><div><div>£ 100</div><div>10/03/2015</div></div><div><div>Paid to agent</div><div>Date</div></div><div><div>£ 0.00</div><div></div></div></div><div><div>Date tenancy actually ended</div><div>26/02/2015</div></div><div><div>Deposit protection end date</div><div>26/02/2015</div></div></div>	
Notes (optional)	<div><div>Date amount paid to the landlord</div><div>If an amount was paid to the landlord please enter the date, if not please leave blank</div><div>Please enter the date the tenancy ended</div><div>The format is dd/mm/yyyy</div></div>	
<div><div>Cancel</div><div>Submit</div></div>		



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.

### Your Unactivated Deposits

Payment has not been made. You must make a payment in order to protect these deposits. When you click 'add to basket' this will change to 'in shopping cart' marked in bold.

Deposit Address	Tenancy Agreement start date	Expected End Date	Tenant(s)	Deposit Amount	Status	Options	In Shopping Cart
1 Broadcast Lane, Portland Place, London, W1A 1AA,	12/02/2015	01/08/2015	David Stevenson	£750.50	Unactivated	<a href="#">View</a> <a href="#">Delete</a>	In shopping cart (Remove)
87 Harp Lane, St. Albans, Hertfordshire, AL9 7TY,	03/02/2015	01/08/2015	Julia Jones	£1000.00	Unactivated	<a href="#">View</a> <a href="#">Delete</a>	In shopping cart (Remove)

[Add all deposits to basket](#)

[Register a new deposit](#)

[Proceed to checkout](#)

[Unactivated deposits](#) | [Pending deposits](#) | [Protected deposits](#) | [Protection expired](#)

## Pending Deposits

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

### Your Pending Deposits

These deposits are shown as pending while payment is being processed. If you paid online, it usually takes one working day to process the payment through the system.

Deposit Address	Tenancy Agreement start date	Tenancy Agreement end date	Tenant(s)	Deposit Amount	Status	Options
You have no pending deposits.						

[Unactivated deposits](#) | [Pending deposits](#) | [Protected deposits](#) | [Protection expired](#)

## 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.

### Your Protected Deposits

Payment has cleared for these deposits and the deposit is protected.

Deposit Address	Tenancy Agreement start date	Tenancy Agreement end date	Tenant(s)	Deposit Amount Protected	Status	Options
18/ Harp Lane, St. Albans, Hertford	18/12/2014	01/02/2015	Chris Jones	£800.00	Protected	<a href="#">View</a>

[Unactivated deposits](#) | [Pending deposits](#) | [Protected deposits](#) | [Protection expired](#)

## Expired deposits

Protection has expired on these deposits within the last 3 months.

### Your Expired Protections

There are deposits that have been protected in the past and have since ended.

Deposit Address	Tenancy Agreement start date	Tenancy Agreement end date	Tenant(s)	Deposit Amount Protected	Status	Options
You have no deposits which expired 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.

Deposit Address	Tenancy Agreement start date	Tenancy Agreement end date	Tenant(s)	Deposit Amount Protected	Status	Options
87 Harp Lane, St. Albans Hertfordshire, AL9 7TY,	18/12/2014	01/02/2015	Julia Jones	£600.00	Protected	<a href="#">View</a>



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





[LOUISA LOGEUR](#) [LOG OUT](#)

Is my deposit protected?

[Homepage](#) [Tenants](#) [Agents](#) [Landlords](#) [About TDS](#) [News & Blog](#)

### Deposit summary

Tenancy ID	876689
Address	87 Harp Lane St. Albans

### Quick Links

- Summary of deposits
- End Tenancy
- Download Tenancy Certificate



**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.

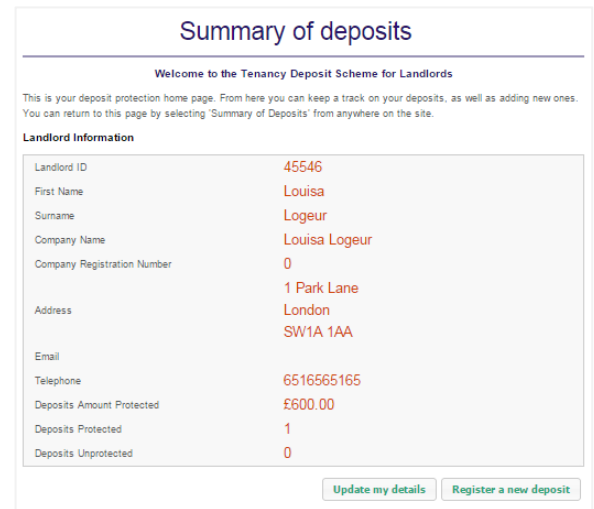
Alternatively, go to the folder where your computer sends files when they are downloaded from the internet.

# 6. Change landlord details

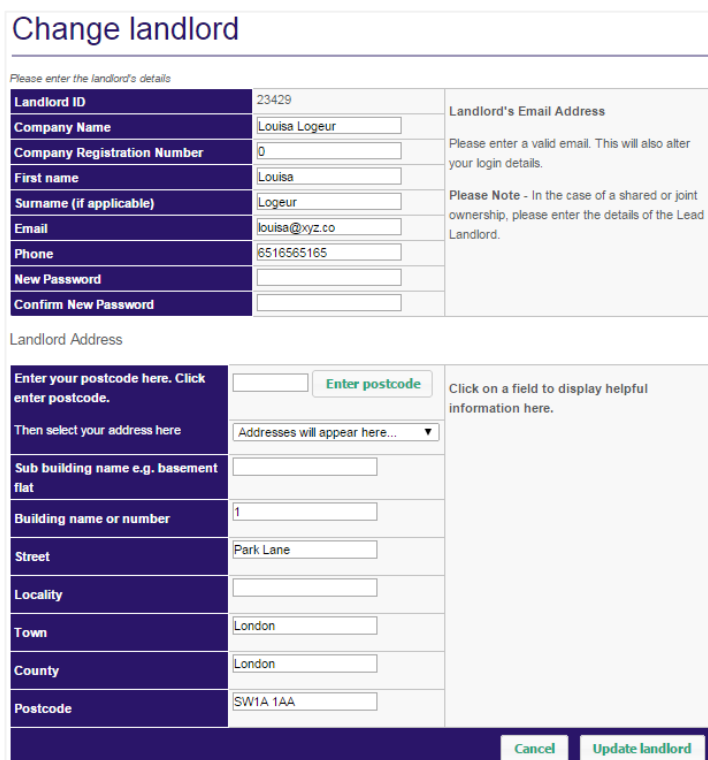
In your account you can change your:

- 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.

## Summary of deposits

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**Welcome to the Tenancy Deposit Scheme for Landlords**

This is your deposit protection home page. From here you can keep a track on your deposits, as well as adding new ones. You can return to this page by selecting 'Summary of Deposits' from anywhere on the site.

**Landlord Information**

Landlord ID	45546
First Name	Louisa
Surname	Logeur

### Quick Links

- Guide to the website
- Your questions answered
- Useful documents
- Register a new deposit
- History
- Update my details
- View Accounts**



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

## View Accounts

Start Date: 31/01/2012



End Date: 01/03/2015

Load Dates

Clear Dates

1 result returned

Showing data between: 31st January 2012 and 1st March 2015

Reference	Net	VAT	Total	Method	Tenancies	Date Paid	Invoice	Download
L078940	£ 18.29	£ 3.66	£ 21.95	Worldpay	1	17/12/2014 17:40	<a href="#">Show</a>	<a href="#">Download</a>  
<b>Totals</b>	<b>£ 18.29</b>	<b>£ 3.66</b>	<b>£ 21.95</b>		<b>1</b>			

To download a PDF of an invoice click **'Download'**

To view an invoice in your browser click **'Show'**





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tenancydeposits

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**[www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)**



**[deposits@tenancydepositscheme.com](mailto:deposits@tenancydepositscheme.com)**



**0300 037 1000**