



Website Processes



Who should read this?



Tenants



Agents



Landlords

Custodial

A Guide to Registering a Deposit

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

My options

Deposit management

- Protect a new deposit
- Repayment process
- Tenant changeover
- Transfer deposit to another landlord/agent



Dispute management

- Submit evidence
- View tenant's evidence
- View adjudication decision



My portfolio

- Add/remove properties
- Update your organisation details
- Add prescribed information clause(s)
- Add additional users (agent accounts only)



Reporting

- Export your deposits
- Download all users (agent accounts only)



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

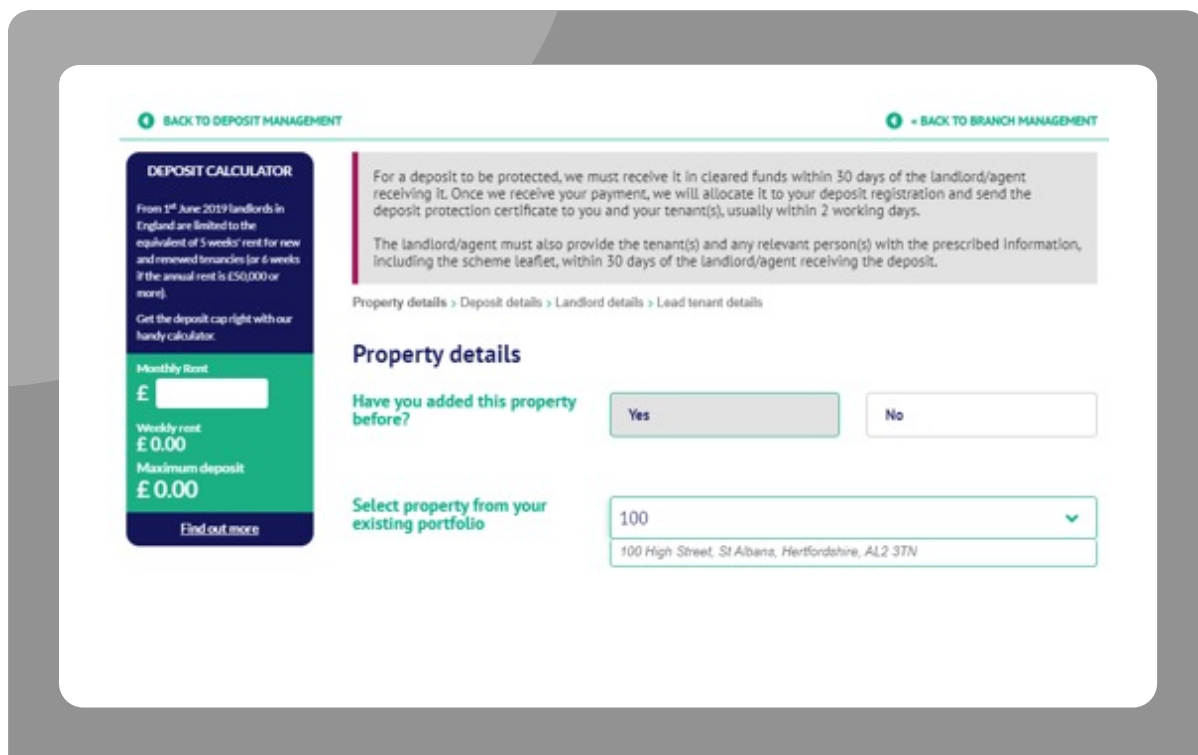
search term   

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':

Property details

Have you added this property before?

Property address

Address search [Enter manually](#)

Property details

Number of bedrooms optional

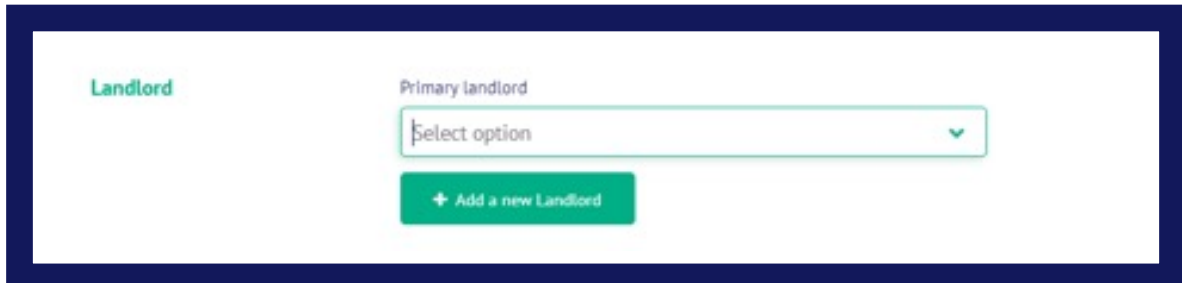
Number of living rooms optional

Furnished / Unfurnished? optional

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

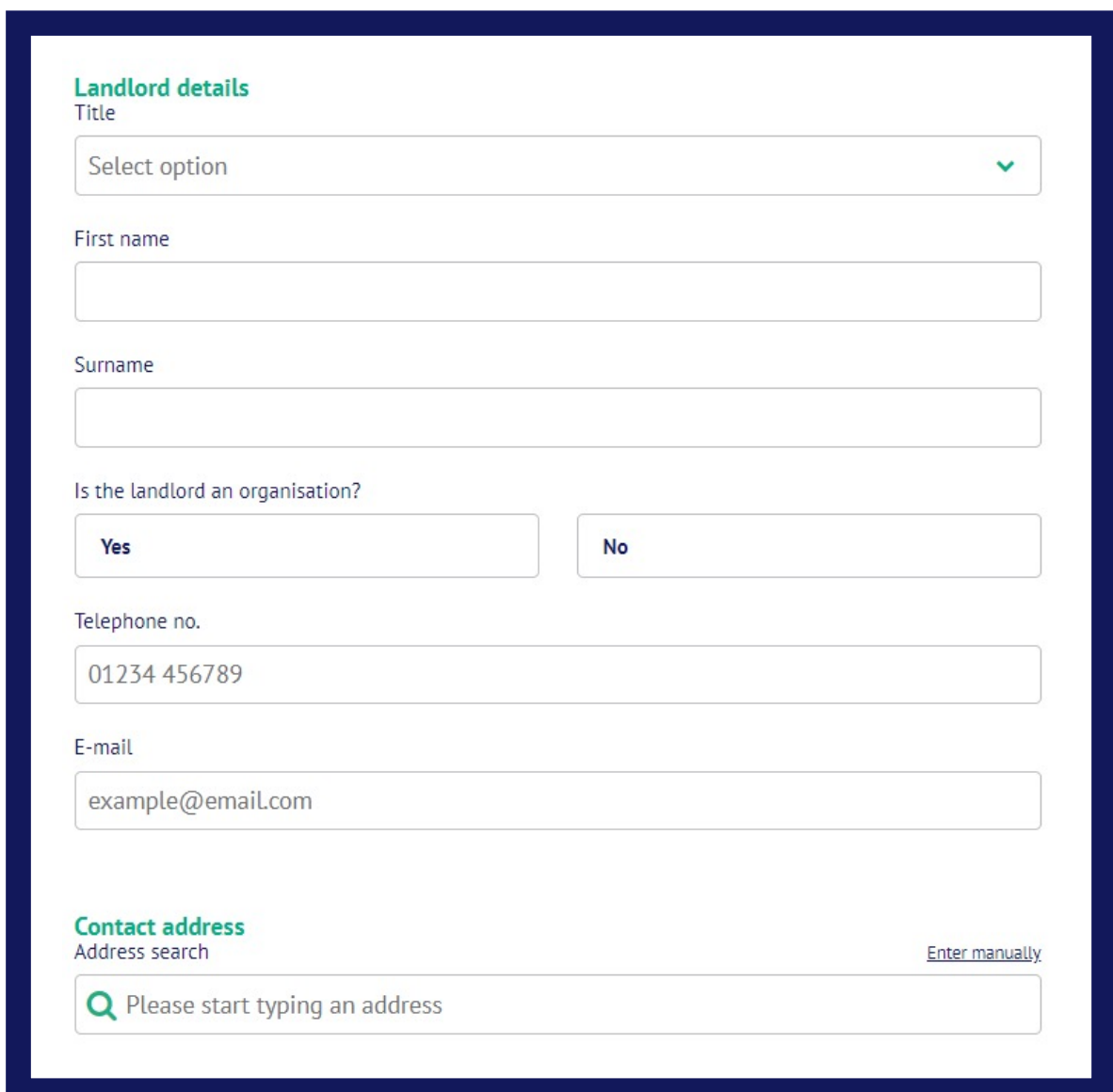
Like with the properties, Landlords are stored.

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:



The screenshot shows a section titled "Landlord" in green. Below the title is the label "Primary landlord" above a dropdown menu with the text "Select option" and a downward arrow. Below the dropdown is a green button with a white plus sign and the text "+ Add a new Landlord".

If you have not previously added the landlord, you can select '**Add a new Landlord**' and you can enter the details:



The screenshot shows a form titled "Landlord details" in green. The form contains the following fields and options:

- Title:** A dropdown menu with "Select option" and a downward arrow.
- First name:** A text input field.
- Surname:** A text input field.
- Is the landlord an organisation?:** Two radio button options labeled "Yes" and "No".
- Telephone no.:** A text input field containing "01234 456789".
- E-mail:** A text input field containing "example@email.com".
- Contact address:** A section with the label "Address search" and a link "Enter manually". Below it is a search input field with a magnifying glass icon and the placeholder text "Please start typing an address".

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

Deposit amount

Amount to protect

Deposit received date
Day Month Year

Tenancy start date
Day Month Year

Expected end date

Number of tenants

Deposit reference optional

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.

The screenshot shows a registration form with the following sections:

- Lead tenant details**
 - Is the tenant associated with this deposit an organisation? (Yes/No buttons)
 - Title (dropdown menu: Select option)
 - First name (text input: John, Jane)
 - Surname (text input: Smith, Jones)
- Contact information** (with a Question? icon)
 - E-mail (text input: tenant@email.com)
 - Mobile (country code dropdown: +44, and text input: 07123 456789)
- Address for contact after the tenancy ends**
 - Address search optional (with Enter manually link)
 - Text input: Please start typing an address
- Relevant persons** (with a Question? icon)
 - Add relevant persons? optional (Yes/No buttons)
- 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 buttons)

At the bottom are **Go back** and **Continue** buttons.

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:

Please review your deposit details

Before proceeding please ensure that all details are correct, if you need to make any amendments please use the edit button within the relevant section below.

- ✓ Property
- ✓ Deposit
- ✓ Landlord details
- ✓ Lead tenant details
- ✓ Additional tenants
- ✓ Relevant parties

[Cancel deposit](#) [Add another deposit](#) [Save and pay later](#) [Pay custodial deposit](#)

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.

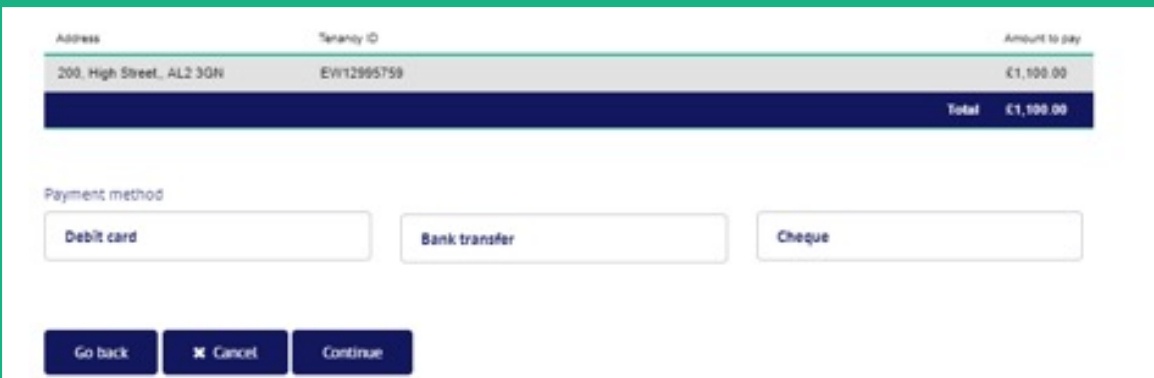
If you select to 'pay custodial deposit' you are presented with all tenancy deposit registrations currently Registered (not paid).

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:



The screenshot shows a web interface titled "Your deposits". At the top left, there is a checkbox labeled "Select all". Below this is a table with three columns: "Address", "Tenancy ID", and "Amount to pay". The first row is selected, indicated by a blue checkmark in a small box. The second row is not selected, indicated by an empty checkbox. Below the table are three buttons: "Go back", "Cancel", and "Continue".

<input type="checkbox"/> Select all	Address	Tenancy ID	Amount to pay
<input checked="" type="checkbox"/>	100, High Street, AL2 3TN	EW12995757	£1,100.00
<input type="checkbox"/>	200, High Street, AL2 3GN	EW12995759	£1,100.00



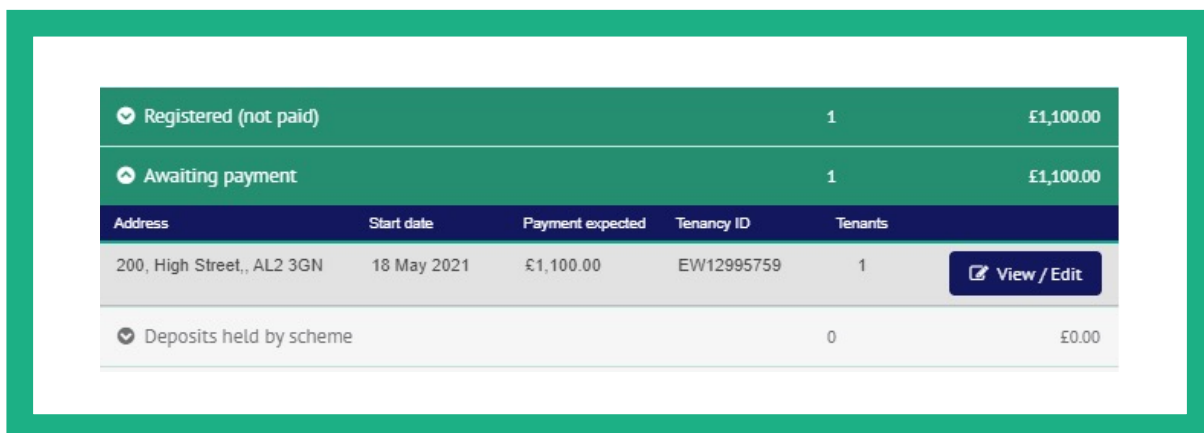
The screenshot shows a web interface for selecting a payment method. At the top, there is a table with three columns: "Address", "Tenancy ID", and "Amount to pay". The first row is highlighted in dark blue. Below the table is a "Total" row with a dark blue background. Below the table are three buttons: "Debit card", "Bank transfer", and "Cheque". At the bottom are three buttons: "Go back", "Cancel", and "Continue".

Address	Tenancy ID	Amount to pay
200, High Street, AL2 3GN	EW12995759	£1,100.00
Total		£1,100.00

i 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.

i 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



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www.tenancydepositscheme.com



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West Wing, First Floor,
Maylands Building,
200 Maylands Avenue
Hemel Hempstead
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