

SYSTEM GUIDANCE

HOW TO START A TENANT CHANGEOVER (LANDLORDS AND LETTING AGENTS)



Search icon, User profile icon, and a dropdown menu containing:

- Login
- Sign Up
- Contact Us

Select Login from the dropdown menu at the top right of our homepage, then enter your details to access your account.

The only tenancy deposit protection scheme based in Scotland. We protect your tenancy deposits and provide free and impartial resolution in the event of a dispute.

Click the option that best describes you

I'M A TENANT	I'M A LANDLORD / AGENT
Is my deposit protected	I want to protect a deposit
I want my deposit back	Repay a deposit



Welcome back! Please login to your account.

User name

Password

Remember me

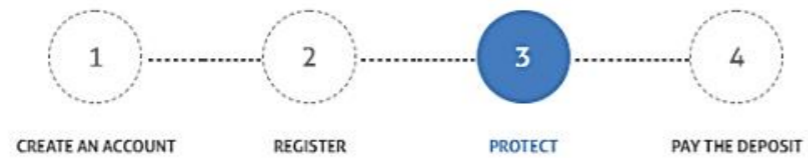
[Forgot password?](#)

Submit

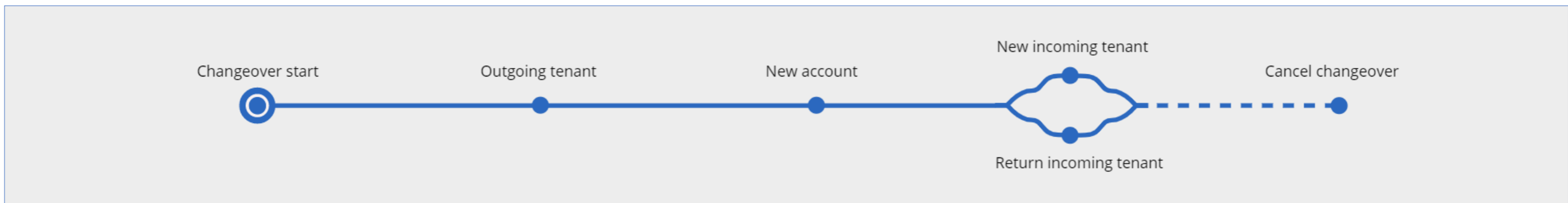
Sign up

How it works

Joining the largest deposit scheme in Scotland couldn't be easier. Follow the steps below, and we're just a click or a call away if you need any assistance.



Tenant Changeover



After selecting the deposit account from the listed deposits held, click on 'Tenant changeover' to begin process.

[Tenant changeover](#)
[Transfer to another landlord](#)

Tenants associated with this deposit

[+ Add tenant](#)

Name	Type	Email	Contact number	
[Redacted]	Tenant	[Redacted]	[Redacted]	View/Edit
[Redacted]	Tenant	[Redacted]	[Redacted]	View/Edit

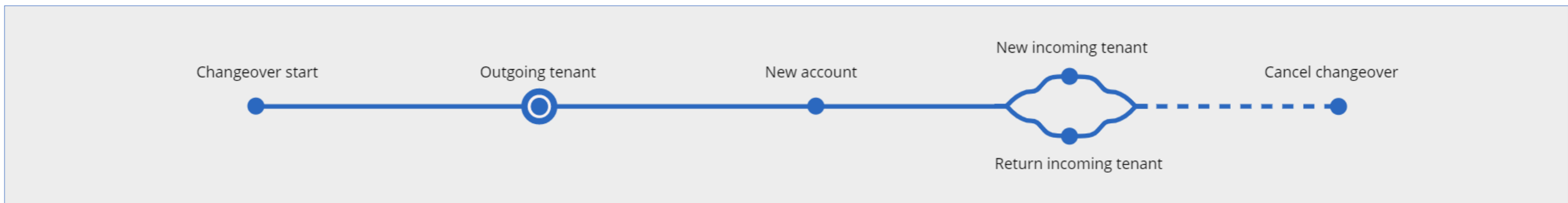
Landlord associated with this deposit

[+ Add a landlord](#)

Name	Type	Email	Contact number	
[Redacted]	Primary Landlord	[Redacted]	[Redacted]	View/Edit Delete

Address	B/1 250 West George Street Glasgow	
Tenancy start date	G2 4QY	
Deposit amount stated in tenancy agreement	Apr 13, 2021	
Amount protected by SafeDeposits Scotland	£800.00	Edit
Amount protected by SafeDeposits Scotland	£800.00	
Deposit account number	DAN [Redacted]	

Outgoing Tenant



Welcome

Personal details
 Marketing preferences
 PI clauses
 Bank details

25% Complete

[Go back](#)

Tenant changeover



Select the outgoing tenants and enter the amount to be returned to each tenant.

At least one tenant must remain, and deductions should not be pursued through the changeover process.

Amount protected: £800

Tenants

Name	Amount to be repaid
<input type="checkbox"/> [Redacted]	<input type="text"/>
<input type="checkbox"/> [Redacted]	<input type="text" value="0"/>

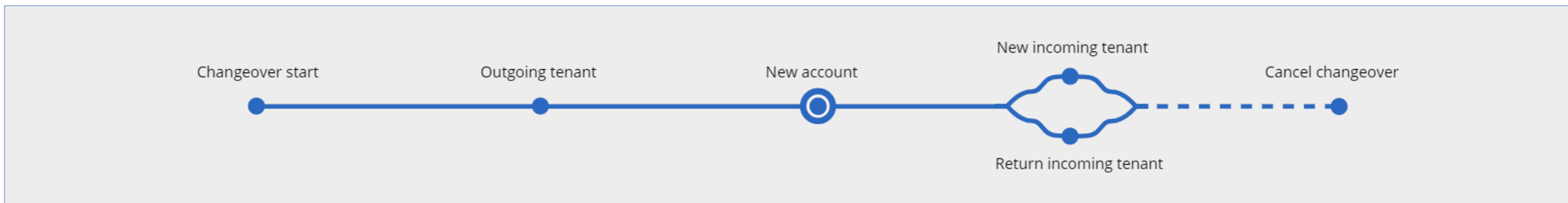
[Continue](#)

You can use this function where one tenant in a joint tenant has moved out and you want to removed them from the deposit protection. You can instruct us to pay a 'share' of the deposit back to them, or enter £0.00 if you are just looking to remove a tenant from the protection.

If there is an incoming tenant(s) and you have have received a 'share' of the deposit from them, you can add the tenant(s) and part-deposit to this protection during this process.

You may have protected the part-deposit from the incoming tenant(s) under a separate deposit account number. If so, you can merge that deposit with this deposit as part of this process.

[Start](#) [New Account](#)



Welcome

Personal details
 Marketing preferences
 PI clauses
 Bank details

25% Complete

[Go back](#)

Tenant changeover



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Enter the new account details, including the total deposit amount for the tenancy, and the new number of tenants.

Deposit details

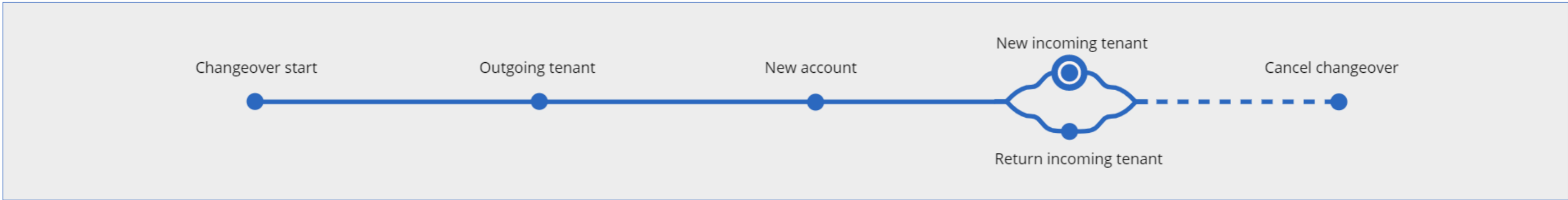
Tenancy start date has not changed

Tenancy start date

Deposit amount

Number of tenants





Resource centre

Tenants

Landlords/Agents

Sign up



Welcome

Personal details
 Marketing preferences
 PI clauses
 Bank details

25% Complete

Deposit management

My portfolio

Reporting

Bulk actions

My account

Go back

Tenant changeover

Enter the incoming tenant details for each new tenant.



Is the tenant associated with this deposit a company?

Yes

No

Title

-- Please Select --

First name

Enter first name

Surname

Enter surname

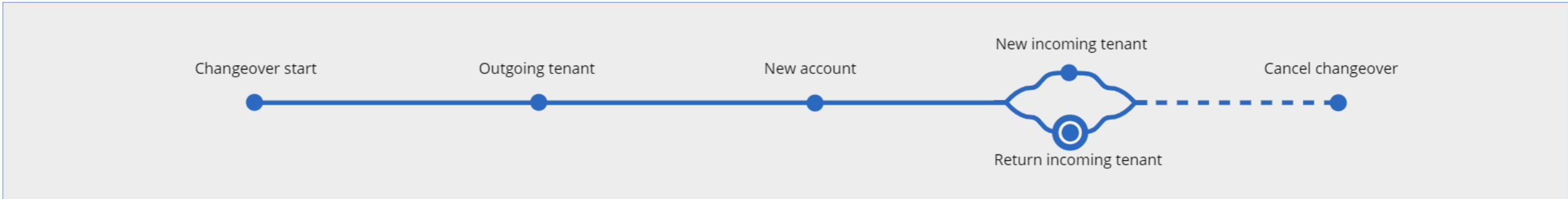
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New Account

Cancel Changeover



Welcome

Personal details
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 PI clauses
 Bank details

25% Complete

[Go back](#)

Tenant changeover



Have you registered the new tenants in a deposit already?

Yes
 No

Search for the deposit to link the tenants with the existing tenant(s)

Search deposit

Search

Submit

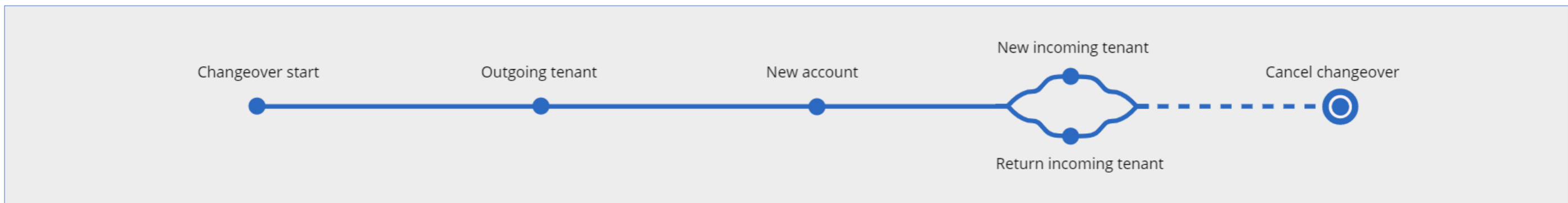
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Start entering a tenant name in the search box to populate the drop-down list.

[New Account](#)
 [Cancel Changeover](#)



Welcome

Personal details
 Marketing preferences
 PI clauses
 Bank details
 25% Complete

- Deposit management
- My portfolio
- Reporting
- Bulk actions
- My account

The changeover can be cancelled prior to the tenant response from the deposit summary.

Once the outgoing tenants respond a new deposit account will be created. You will receive an email confirming this.

[Cancel tenant changeover](#)
[Transfer to another landlord](#)

Tenants associated with this deposit

[+ Add tenant](#)

Name	Type	Email	Contact number	
[Redacted]	Tenant	[Redacted]	[Redacted]	View/Edit
[Redacted]	Tenant	[Redacted]	[Redacted]	View/Edit

Landlord associated with this deposit

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Amount protected by SafeDeposits Scotland	£800.00	
Deposit account number	£800.00	
	DAN [Redacted]	

[New Incoming Tenant](#)
[Return Incoming Tenant](#)