

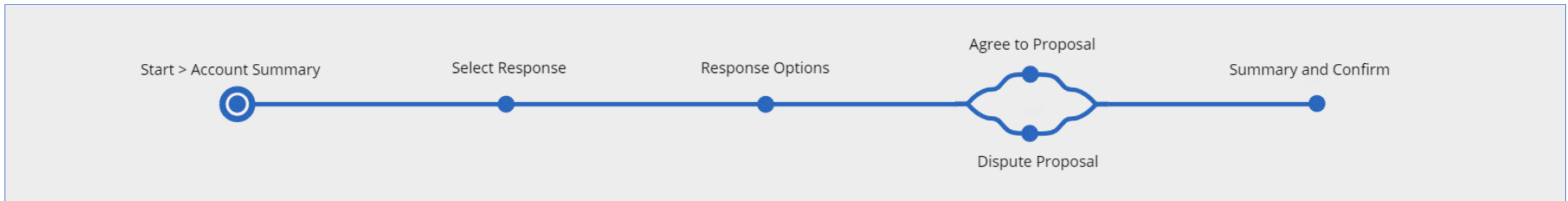
SYSTEM GUIDANCE

HOW TO RESPOND TO A REPAYMENT PROPOSAL (TENANTS)



If the landlord or agent starts the repayment process for your deposit then we will immediately notify all tenants and invite them to [formally respond to their proposal](#). The tenant who does so is the designated lead tenant. The lead tenant will also need to respond on the tenants' behalf if they are invited to do so in respect of a landlord or agent's counter-proposal to a repayment request submitted by the tenants.

If you are a non-lead tenant, then you can [add your bank details](#) in order that we can pay any share due to be paid directly to you.



Welcome

Personal details Marketing preferences Bank details
0% Complete

Deposit management My account

Outstanding actions

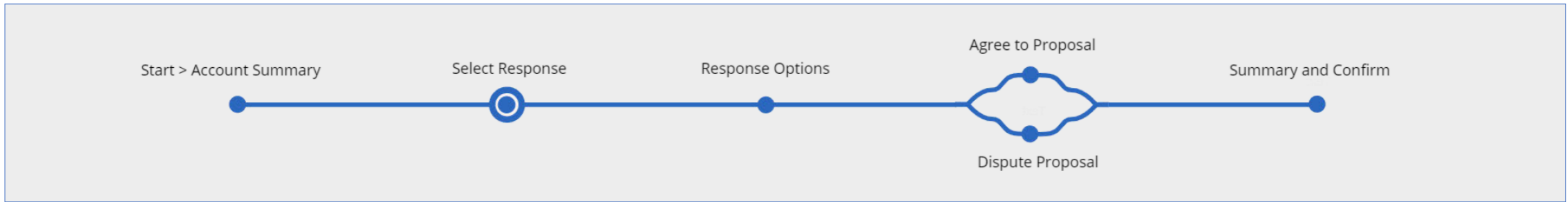
Enter your search here...

Deposits held by scheme	0	£0.00												
Repayment requested by tenant	0	£0.00												
Repayment requested by agent/landlord	1	£450.00												
<table border="1"><thead><tr><th>Address</th><th>Start date</th><th>Deposit held</th><th>Deposit account number</th><th>Tenants</th><th></th></tr></thead><tbody><tr><td>[Redacted]</td><td>01/09/2021</td><td>£450.00</td><td>DAN [Redacted]</td><td>2</td><td>View / Edit</td></tr></tbody></table>			Address	Start date	Deposit held	Deposit account number	Tenants		[Redacted]	01/09/2021	£450.00	DAN [Redacted]	2	View / Edit
Address	Start date	Deposit held	Deposit account number	Tenants										
[Redacted]	01/09/2021	£450.00	DAN [Redacted]	2	View / Edit									
Repayment not agreed - In self-resolution	0	£0.00												
Repayment not agreed - In dispute resolution	0	£0.00												
Repayment process	0	£0.00												
Deposit repayments concluded in the last year	0	£0.00												

Click on the 'Repayment requested by agent/landlord' category, then click on 'View / Edit' to access the deposit summary.

Select Response





Welcome

Personal details Marketing preferences Bank details

0% Complete

- [Deposit management](#)
- [My account](#)

Deposit summary

Select the 'Respond to Repayment request' option.

[Respond to repayment request](#)

Tenants associated with this deposit

One tenant must act as lead tenant during the repayment process and any subsequent negotiations or dispute. The lead tenant acts on behalf of the other named tenants, with their authority.

Once a tenant has raised or responded to a repayment request, they are listed as the lead tenant on this page. We communicate with all tenants throughout the process, but only the lead tenant has options to give instructions on behalf of all tenants.

Name	Type	Email	Contact number
Mr. TestV Tenant	Joint Tenant	[Redacted]	[Redacted]
Mr. TestU Tenant	Joint Tenant	[Redacted]	[Redacted]

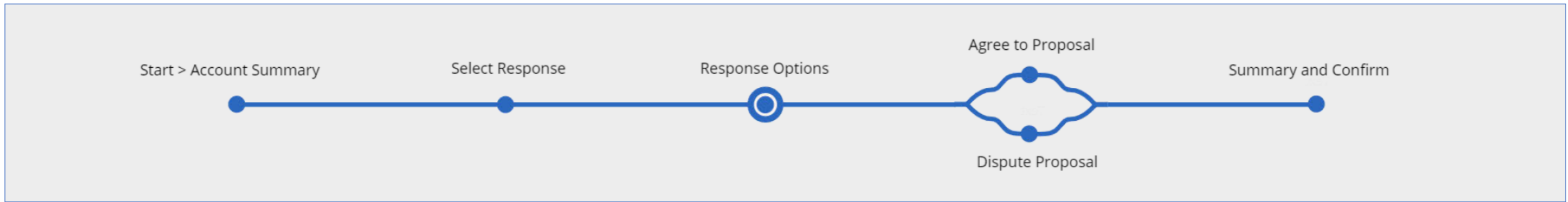
Landlord associated with this deposit

Name	Type	Email	Contact number
Mrs. Test Landlady	Primary Landlord	[Redacted]	[Redacted]

Tenancy Address	B/1 250 West George Street Glasgow
Tenancy start date	G2 4QY Sep 1, 2021

[Start](#) [Response Options](#)





Repayment request

[Go back](#)

Repayment to tenant(s) £300.00	Repayment to Test Account Ltd £150.00	Total deposit amount £450.00
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Repayments to tenant(s)		Repayment to Test Account Ltd	
TestV Tenant	£150.00	Cleaning	£150.00
TestU Tenant	£150.00		
Total	£300.00	Total	£150.00

Tenancy end date Please tell us the date the tenancy ended

25 October 2021

On the next page is a summary of the proposed terms. First confirm the date that the tenancy ended. You will then have four options.

The first two options indicate that you agree with the landlord's proposal. The second option will allow you to amend the proposed split between tenants.

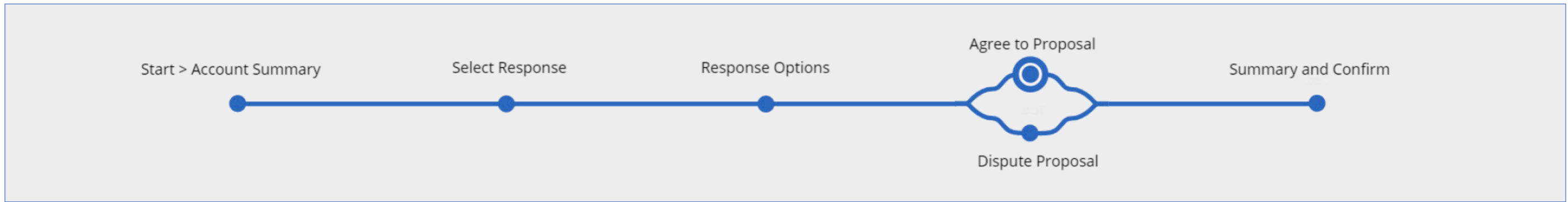
The second two options indicate that you do not agree with the proposal. The first of these options will allow you to pursue your dispute using our free alternate dispute resolution process.

Response to repayment request

Please select one of the following options

- I agree with the repayment request
- I agree with the repayment request and wish to change the amount each tenant receives
- I do not agree with the repayment request and wish to resolve the dispute using the scheme's dispute resolution mechanism
- I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism





Choose the first option if you wish to agree with the proposal, including the split between tenants. Please ensure that we hold your current bank details.

Choose the second option if you wish to amend the split between tenants. Enter the preferred split in these boxes.

After you have selected your preferred response, and have entered any necessary information, confirm your response by clicking on 'Submit'.

Response to repayment request

Please select one of the following options

I agree with the repayment request

Add repayment details for TestU Tenant

I agree with the repayment request and wish to change the amount each tenant receives

Agent/landlord request	Your response
TestV Tenant	TestV Tenant
£150	£0.00
TestU Tenant	TestU Tenant
£150	£0.00

Add repayment details for TestV Tenant

Repayment to tenant(s) sub total	£300
Remainder to allocate	£ 300
Total deposit repayment	£ 150

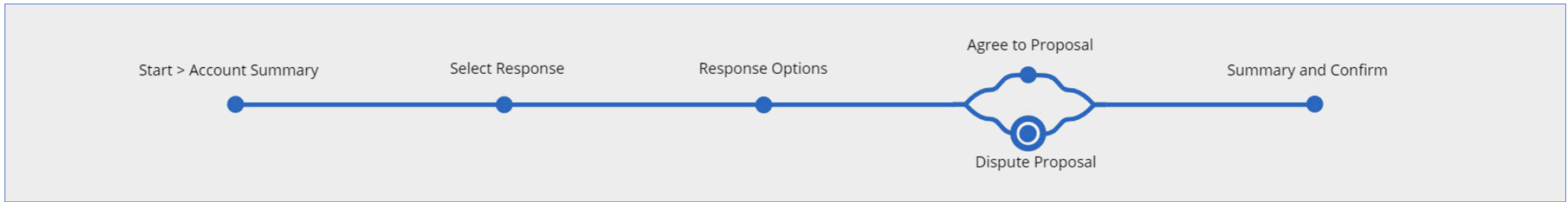
I do not agree with the repayment request and wish to resolve the dispute using the scheme's dispute resolution mechanism

I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism

Submit

Response Options **Summary**





Select the third option if you wish to dispute the repayment proposal and wish your case to be referred to Safe Deposits Scotland's dispute resolution process. Then click on 'submit'.

You will then be asked to provide your preferred repayment terms. Enter the amounts you wish to go to the tenants here.

Then enter any amounts that you wish to be returned to the agent/landlord here. Click on 'submit' to confirm your response.

Response to repayment request

Please select one of the following options

I agree with the repayment request

I agree with the repayment request and wish to change the amount each tenant receives

I do not agree with the repayment request and wish to resolve the dispute using the scheme's dispute resolution mechanism

By clicking 'Submit', you consent to SafeDeposits Scotland copying the form and any supporting documents to the other parties to the tenancy, the appointed adjudicator if necessary, and to anyone else involved in resolving a dispute about the deposit.

I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism

Submit

I do not agree with the repayment request and do not wish to resolve the dispute using the scheme's dispute resolution mechanism

By clicking 'Submit', you agree that you withdraw consent to use SafeDeposit Scotland's dispute resolution mechanism and payment of your deposit will be made as requested by the agent/landlord in 30 working days. You may change your mind by contacting SafeDeposits Scotland within 30 working days.

[Add repayment details for TestU Tenant](#)

Submit

How can we help you?

Repayment to tenant(s) £300.00

Repayment to Test Account Ltd £150.00

Total deposit amount £450.00

Remainder to allocate £ 450

Total deposit repayment £ 0

Response to repayment request	Agent/landlord request	Your response
TestU Tenant	£150.00	£0.00
TestU Tenant	£150.00	£0.00

[Add repayment details for TestU Tenant](#)

Payment to tenants £

Response to agent/landlord	Agent/landlord request	Your response
Cleaning	£150.00	£0.00

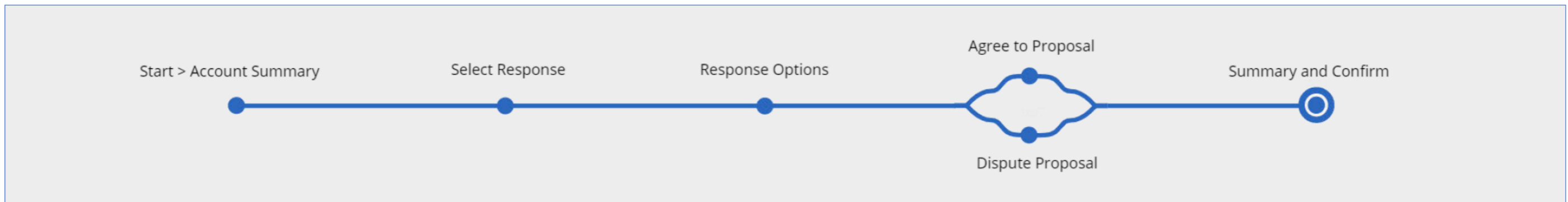
Payment to Test Account Ltd £

Submit

You may also choose to use a process other than Safe Deposits Scotland decide on your dispute, namely The First Tier Tribunal (Housing and Property Chamber). If you would prefer to use this option, then the deposit will be paid out in accordance with the agent/landlord's proposal. You will then raise an action through the tribunal to pursue any amounts that you consider that you are still due.

Response Options Summary





Repayment request summary

[Go back](#)

Repayments to tenant(s)

	Agent / landlord request	Tenant(s) request
TestV Tenant	£150	£200
TestU Tenant	£150	£200
Total	£300	£400

Repayment to Test Account Ltd

	Agent / landlord request	Tenant(s) request
Cleaning	£150	£50
Total	£150	£50.00

Check the details of the response, then click on 'submit' to complete.

By clicking 'Submit', you confirm that you wish to request repayment of the deposit as set out above. This cannot be amended later.

[Submit](#)

[Agree to Proposal](#)

[Dispute Proposal](#)



Adding your bank details

1. Choose the 'My account' option from the main page of your user account.

The screenshot shows the user account page with the following elements:

- Header: SafeDeposits Scotland logo, Resource centre, Tenants, Landlords/Agents, Sign up, search, notifications, and user profile icons.
- Progress bar: Personal details, Marketing preferences, Bank details (0% Complete).
- Sidebar: Deposit management, My account (highlighted).
- Outstanding actions button.
- Search bar: Enter your search here....
- Table of outstanding actions:

Action	Count	Amount
Deposits held by scheme	0	£0.00
Repayment requested by tenant	0	£0.00
Repayment requested by agent/landlord	1	£450.00
Repayment not agreed - In self-resolution	0	£0.00
Repayment not agreed - In dispute resolution	0	£0.00
Repayment process	0	£0.00
Deposit repayments concluded in the last year	0	£0.00

Footer: Accreditations (Cyber Essentials), Need Help? Support, Helpful Links (Resource Centre, Governance, Careers), Social Media (Facebook, LinkedIn, Twitter, Youtube).

2. Select the 'Payment details' option from the sidebar menu. You may enter either UK or international details. Click on 'submit' to save these details to your account.

The screenshot shows the 'Payment details' form with the following elements:

- Header: Same as the previous screenshot.
- Progress bar: Same as the previous screenshot.
- Sidebar: Personal details, Contact details, Payment details (highlighted), Password, Authorised person, Marketing preferences, Data sharing, Close account.
- Contact details form:
 - Title: Mr.
 - First name: TestU
 - Surname: Tenant
 - Telephone number: 0777777777
 - Address: B/1, 250 West George Street, Glasgow, Scotland. (Edit address link)
 - Save button.
- UK payment details form:
 - Name on account: Enter account name
 - Account number: Enter account number
 - Sort code: Enter sort code
 - Bank name: [Empty field]



