

SYSTEM GUIDANCE

# HOW TO SUBMIT EVIDENCE IN THE EVENT OF A DISPUTE



Search icon, user profile icon, and dropdown menu with options: 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

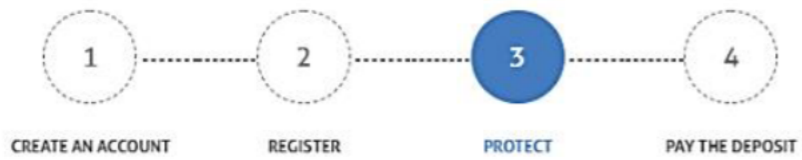
[Forgot password?](#)

Submit

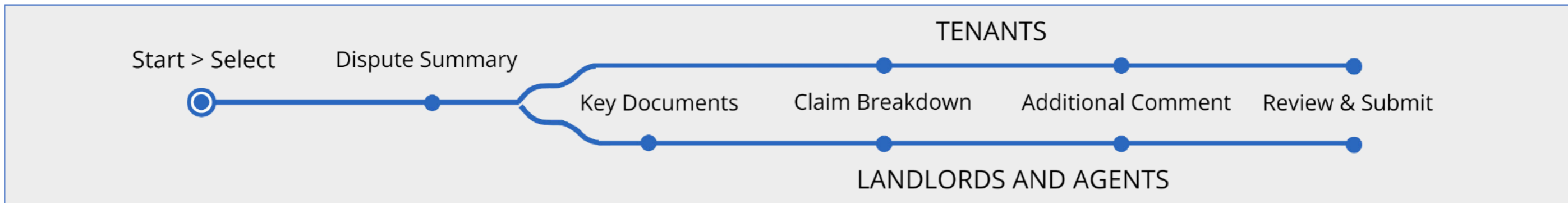
Sign up

### 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.



Start



Choose the relevant deposit from the 'Repayment not agreed – in dispute resolution' section of your account summary by clicking on view / edit.

Alternatively, you can click on the bell icon which will list your outstanding actions and the deposit should be listed there. Click on View.

SafeDeposits Scotland | Resource centre | Tenants | Landlords/Agents | About

**Welcome**

Personal details  Marketing preferences  PI clauses  Bank details  50% Complete

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

Back to branch management | Protect a new deposit | Enter your search here...

Registered (not paid)	0	£0.00
Awaiting payment	0	£0.00
Deposits held by scheme	1	£250.00
Repayment requested by tenant	0	£0.00
Repayment requested by agent/landlord	0	£0.00
Repayment not agreed - In self-resolution	0	£0.00
<b>Repayment not agreed - In dispute resolution</b>	<b>1</b>	<b>£300.00</b>

Address	Start date	Deposit held	Deposit account number	Tenants
[Redacted]	17/05/2022	£300.00	DAN [Redacted]	1

View / Edit

SafeDeposits Scotland | Resource centre | Tenants | Landlords/Agents | About

**Welcome**

Personal details  Marketing preferences  PI clauses  Bank details  50% Complete

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

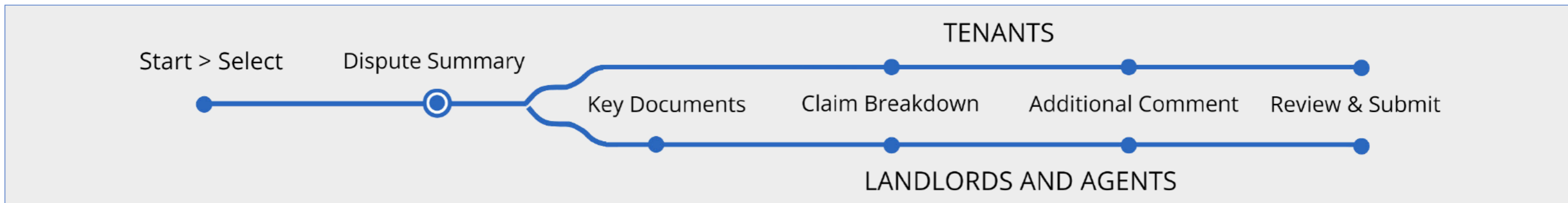
Go back

Total records : 1

Date	DAN	Tenancy address	Action
23/06/2022	DAN [Redacted]	[Redacted]	Please submit your evidence <a href="#">View</a>

Previous | Page 1 out of 1 | Next

**Dispute Summary**



From the deposit summary choose the option **Submit evidence**. This will take you onto the submit evidence page which will show a summary of the dispute.

On these pages you can also indicate that you no longer wish to pursue the dispute. Select **Cancel dispute** to stop the process. We will then make payment of the disputed amount to the other party.

Click on continue to begin the evidence submission

### Deposit summary

Submit evidence Cancel dispute

Tenants associated with this deposit

Name	Type	Email	Contact number	
Mr. Douglas Tenant	Lead Tenant	[redacted]@gmail.com	[redacted]	View/Edit

Landlord associated with this deposit

Add a landlord

Name	Type	Email	Contact number		
Miss Katherine Landlord	Primary Landlord	[redacted]@gmail.com	[redacted]	View/Edit	Delete

Address [redacted]

Tenancy start date: 17-May-2022

Deposit amount stated in tenancy agreement: £300.00

Amount protected by SafeDeposits Scotland: £300.00

Deposit account number: DAN [redacted]

Deposit reference: Not supplied

Deposit status: Repayment not agreed - In dispute resolution

### Submit evidence

Go back Cancel dispute

You have until **07/07/2022** to submit details of your case and your evidence.

**We have released the following amounts in accordance with the parties' instructions**

Amount repaid to agent/landlord	£0.00
Amount repaid to tenant(s)	£150.00
<b>Total amount repaid</b>	<b>£150.00</b>

**Dispute summary**

Amount requested by agent/landlord	£150.00
- Of which is agreed by tenant	(£0.00)
<b>Disputed amount held by SafeDeposits</b>	<b>£150.00</b>

Requested by you	Previously agreed by tenant	Amount in dispute
Cleaning	£150.00	£0.00
		<b>£150.00</b>

**Please give your consent to the following:**

I give authority to SafeDeposits Scotland to consider my dispute and confirm that:

- I accept responsibility for ensuring that any personal data contained in the information I submit complies with the Data Protection Act 1988 and the General Data Protection Regulation;
- I consent to the information I provide being shared with the other party to the dispute, the adjudicator and anyone else involved in resolving it;
- I agree that the decision of the adjudicator will be final and binding, subject to the review process.

I consent to the above

Continue

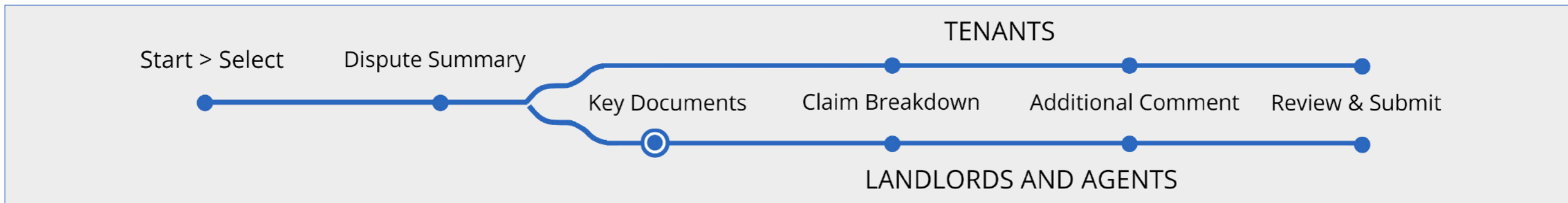
This is your opportunity to provide details of your claim and evidence to support it. You can return to edit your response at any time up to 07/07/2022. During the process, your submission will be saved automatically each time you press 'Continue'.

After 07/07/2022, your information will be made available to the tenant and they will be asked to provide their response. The adjudicator will use all the information from both parties in making their decision. It is important that you provide the information you wish the adjudicator to see now. SafeDeposits will generally not contact you again to ask for more information.

Please respond fully to all the questions asked. It is your responsibility to explain your claim clearly and highlight the relevant evidence.

You will be asked first whether you have some key documents. Please be aware that the success of your claim may be compromised if you are unable to provide them. If you do not have one or more of the key documents, please consider whether you wish to continue with your claim. You can opt to withdraw from the dispute at any point during the evidence submission process by selecting the option to 'Cancel dispute'. The outstanding balance of the deposit would be returned to the tenant.





You will first be asked to provide the three key documents, which are essential for most deposit claims – the tenancy agreement, the inventory / check-in report, and the check-out report.

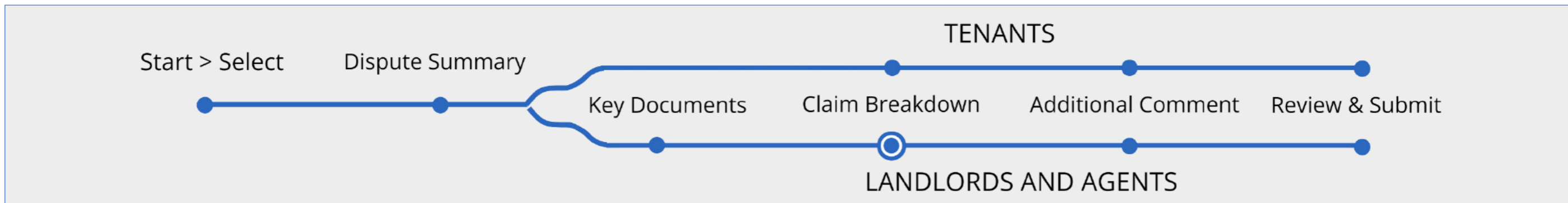
You will be asked to confirm if they have these documents, and if you do you should then upload them here.

1  
Key documents
2  
Claim breakdown
3  
Additional comments
4  
Review submission

<b>Tenant's obligations and use of the deposit</b>	<p>Do you have a tenancy agreement?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p> TenancyAgreement-230622.pdf 662.16 KB</p> <p><a href="#">View</a> </p>	<p>In this section, you should submit documents that may be relevant for multiple claim items. For example, if you have claims for cleaning and gardening, we only need you to submit your inventory once. You will be invited to submit additional evidence which is relevant to particular claims areas in the next step(s).</p> <p>The following file types are supported:</p> <p>.pdf .doc .docx .txt .rtf .odt .xls .xlsx .ods .msg .csv .png .jpeg .jpg .gif .tiff .tif .bmp .mp3 .mp4 .wmv .wav .ppt .pptx</p> <p>You may add one file to each section. The size limit for any individual file is 20mb.</p>
<b>Condition of the property at the start of the tenancy</b>	<p>Do you have an inventory/check-in report?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p> InventoryCheckIn230622.pdf 12.91 MB</p> <p><a href="#">View</a> </p>	
<b>Condition of the property at the end of the tenancy</b>	<p>Do you have a check-out report?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p> CheckOut230622.pdf 3.54 MB</p> <p><a href="#">View</a> </p>	

[Continue](#)

[Dispute Summary](#) [Claim Breakdown](#)



You will be invited to provide in turn details for each claim category in the Claim breakdown section.

1 Key documents
2 Claim breakdown
3 Additional comments
4 Review submission

Your claim for cleaning	Previously agreed by tenant	Amount in dispute
Requested by you	£150.00	£0.00
Requested by you	£150.00	£150.00

**Please describe your claim for cleaning**

bathroom required full cleaning at the end of the tenancy. Tiles, grouting, toilet, shower screen and skirting all need cleaned. Cleaning also required in kitchen to oven, fridge and washing machine

**What clause(s) in the tenancy agreement support your claim for cleaning?**

1.1

**What is your evidence of the property's cleanliness at the start of the tenancy?**

Inventory and pictures

**What is your evidence of the property's cleanliness at the end of the tenancy?**

check out, pictures, invoices

**What evidence supports the value of the claim you are making?**

Invoices

**Please upload evidence relating to your cleaning claim**

In this section, you should add information relevant to this area of your claim. Examples of useful information include photographs, invoices, correspondence or contractors' reports.

The following file types are supported:

.pdf .doc .docx .txt .rtf .odt .xls .xlsx .ods .msg .csv .png .jpeg .jpg .gif .tiff .tif .bmp .mp3 .mp4 .wmv .wav .ppt .pptx

If you provide a photograph, you will be asked to label it clearly.

If you are able to break down each claim to provide more detail it will help the adjudicator understand more about the sum you are claiming. When answering the questions, please refer to all of your evidence, including the key tenancy agreement, inventory and check-out information to demonstrate how your evidence supports the claim you are making.

The adjudicator will not construct the claim for you from the evidence you provide so you should point out clearly how the evidence you have provided supports each element of your claim.

If you are having difficulty providing evidence or answering the questions, you can return and complete or add to your submission before 07/07/2022. If you do not have relevant evidence, you may wish to consider cancelling the dispute. If you do so, we will pay any outstanding deposit to the tenant.

The size limit for any individual file is 20mb. You may add up to 5 files for each claim type, in addition to the key documents previously added.

After you have entered the requested text, you will then be able to submit supporting documents using the facility at the bottom of the page.

You may upload up to 5 files per category. Either drag and drop each file or select from the file browser.

Click on continue to complete this section.

Drag and drop file

OR

Browse

No file Selected

---

Continue

docx

5...Cleaners Invoice.docx

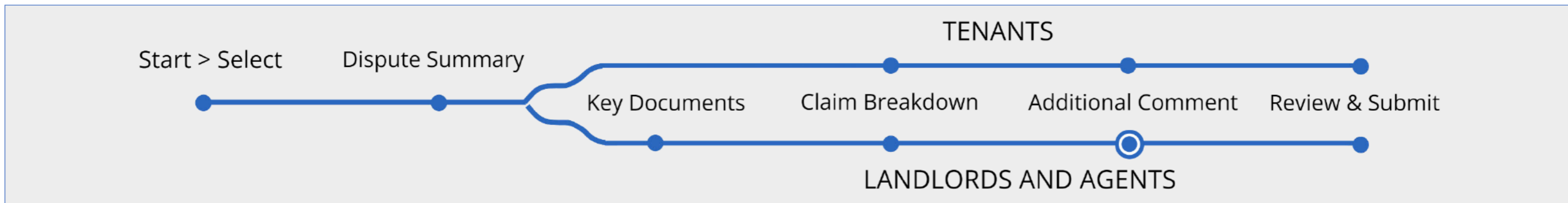
21.6 KB

View 🗑️

Find out why you only add 5 files per claim area in our [help article](#).

Key Documents

Additional Comment



### Submit evidence

[Go Back](#) [Cancel Dispute](#)

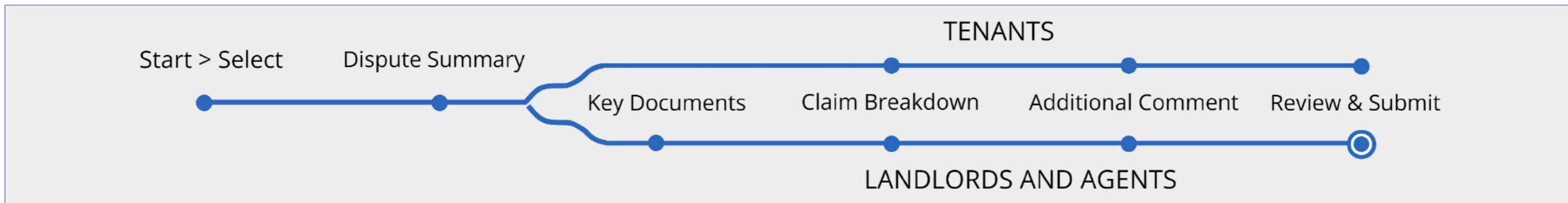


You will then be invited to submit any **additional comments** (this is at your discretion), then click on continue.

If you have any additional comments to make in support of your claim, please do so here

[Continue](#)





### Submit evidence

[Go Back](#)
[Cancel dispute](#)



You will be advised of the time remaining for your evidence submission and given information on the next stage of the dispute process.

If you are satisfied that you have submitted all the evidence that you wish to, then you can contact us to have the case moved on before the expiry date.

Everything you added in the previous steps has been saved and you may safely leave this page. You may return to review or amend your submission until **07/07/2022**.

The tenant(s) cannot see your submission until after **07/07/2022**.

You will not be able to amend your evidence after **07/07/2022**. After **07/07/2022** we will invite the tenant(s) to view your submission and make a submission of their own within a further 10 working days.

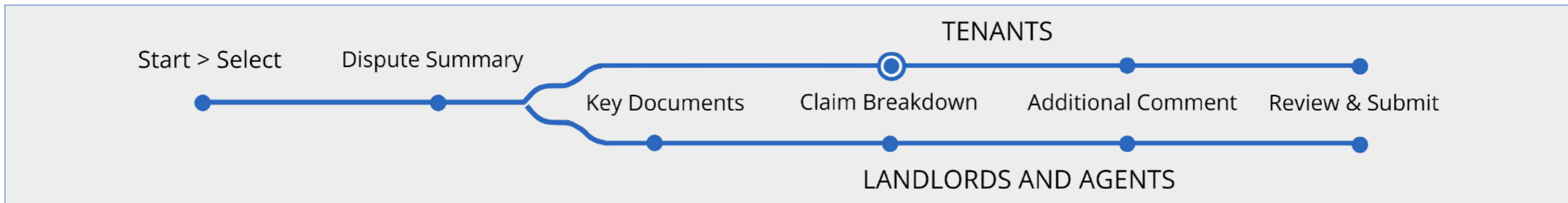
After the tenant's deadline has passed, an adjudicator will make a decision within a further 20 working days. You will be able to view the tenant's submission after their deadline has passed, but will not be able to comment on it.

You can cancel your dispute at any time during these stages by selecting 'Cancel dispute' at the top of this page. If you did this, we would return the remaining deposit to the tenant(s).

[Go to deposit summary](#)

**Additional Comment**





You will then be able to view the landlord / agent's evidence submission in turn by category. The written element of their submission is at the top of the page.

### Submit evidence

[Go Back](#) [Cancel Dispute](#)



#### Agent/landlord's evidence for their claim for cleaning

Requested by agent/landlord	Previously agreed by you	Amount in dispute
£150.00	£0.00	£150.00

#### Agent/landlord's description of claim for cleaning

bathroom required full cleaning at the end of the tenancy. Tiles, grouting, toilet, shower screen and skirting all need cleaned. Cleaning also required in kitchen to oven, fridge and washing machine

#### Clause(s) in the tenancy agreement which support the claim for cleaning, as advised by agent/landlord

1.1

#### Agent/landlord's description of their evidence of the property's cleanliness at the start of the tenancy

inventory and pictures

#### Agent/landlord's description of their evidence of the property's cleanliness at the end of the tenancy

check out, pictures, invoices

In this section, you should add information relevant to this area of your claim. Examples of useful information include photographs, invoices, correspondence or contractors' reports.

The following file types are supported:  
 .pdf .doc .docx .txt .rtf .odt .xls .xlsx .ods .msg .csv .png .jpeg .jpg .gif .tiff .tif .bmp .mp3 .mp4 .wmv .wav .ppt .pptx

If you provide a photograph/jpeg, you will be asked to label it clearly.

The adjudicator will not construct the claim for you from the evidence you provide so you should point out clearly how the evidence you have provided supports your position.

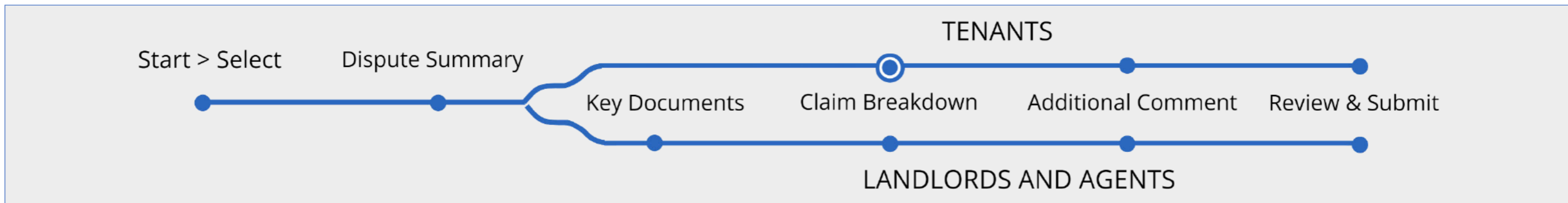
If you are having difficulty providing evidence or answering the questions, you can return and complete or add to your submission before 08/07/2022.

The size limit for any individual file is 20mb. You may add up to 5 files for each claim type.

Find out why you only add 5 files per claim area in our [help article](#).

[Dispute Summary](#)

[View Evidence](#)



Scroll down to view the documentary evidence submitted by the landlord for each category, and their key documents (tenancy agreement, and check in and checkout reports).  
Click on view to download each document, and then continue when you are ready to enter your response.

Agent/landlord's description of their evidence to support the value of the claim

Invoices

Key documents submitted by agent/landlord

Tenant's obligations

Tenancy agreement submitted by agent/landlord

TenancyAgreement-230622.pdf  
662.16 KB [View](#)

Condition of the property at the start of the tenancy

Inventory/checkin submitted by agent/landlord

InventoryCheckIn230622.pdf  
12.91 MB [View](#)

Condition of the property at the end of the tenancy

Check-out submitted by agent/landlord

CheckOut230622.pdf  
3.54 MB [View](#)

Agent/landlord's additional evidence for cleaning

5\_\_Cleaners Invoice.docx  
21.6 KB [View](#)

7\_\_Cleaner email showing pre and after cleaning of hob.msg  
480.5 KB [View](#)

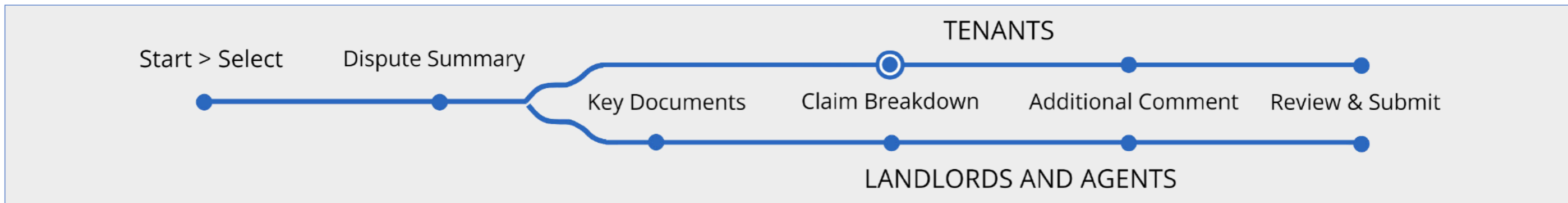
Cleaning Picture.JPG  
103.17KB Description: bathroom cleaning required [View](#)

Cleaning Picture.JPG  
103.17KB Description: bathroom cleaning [View](#)

[Continue](#)

[Claim Breakdown](#)

[Add Evidence](#)



Your response to the agent/landlord's claim for cleaning

Requested by agent/landlord	Previously agreed by you	Amount in dispute
<input type="text" value="£150.00"/>	<input type="text" value="£0.00"/>	<input type="text" value="£150.00"/>

Do you agree with the agent/landlord's claim for cleaning?

Please read the information provided by the agent/landlord before you respond to the claim. If you decide that you now wish to accept any part of the claim you can do so by clicking the "Yes" button below. The adjudicator will see this information and take account of it in their decision.

Please tell us why you disagree

Your evidence

Do you have any evidence that you wish the adjudicator to consider?

2\_Email showing photos of property when vacated-737.pdf  
1.3 MB

Drag and drop file  
OR

No file Selected

In this section, you should add information relevant to this area of your claim. Examples of useful information include photographs, invoices, correspondence or contractors' reports.

The following file types are supported:

- .pdf .doc .docx .txt .rtf .odt .xls .xlsx .ods
- .msg .csv .png .jpeg .jpg .gif .tiff .tif .bmp
- .mp3 .mp4 .wmv .wav .ppt .pptx

If you provide a photograph/jpeg, you will be asked to label it clearly.

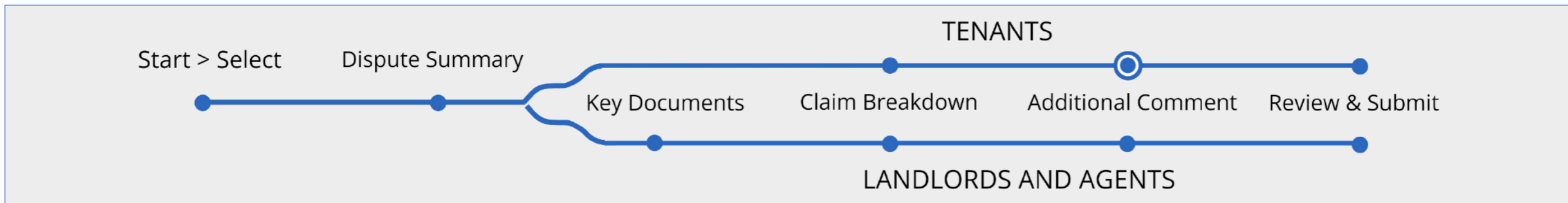
The adjudicator will not construct the claim for you from the evidence you provide so you should point out clearly how the evidence you have provided supports your position.

If you are having difficulty providing evidence or answering the questions, you can return and complete or add to your submission before 08/07/2022.

The size limit for any individual file is 20mb. You may add up to 5 files for each claim type.

Find out why you only add 5 files per claim area in our [help article](#).

Enter your written response in the relevant field, and you will then have the opportunity to submit any documentary evidence that you feel is relevant to your claim. You may upload up to 5 files per category. Either drag and drop each file or select from the file browser.



### Submit evidence

[Go Back](#) [Cancel Dispute](#)

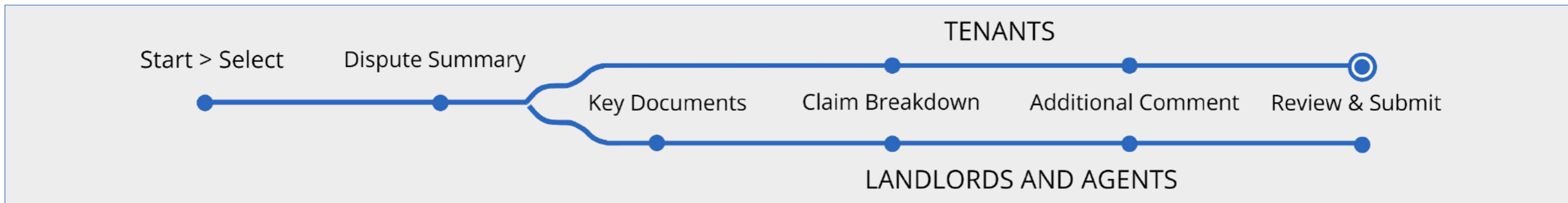


You will then be invited to submit any **additional comments** (this is at your discretion), then click on continue.

If you have any additional comments to make in support of your claim, please do so here

[Continue](#)

[Add Evidence](#) [Review & Submit](#)



### Submit evidence

[← Go Back](#)
[Cancel dispute](#)



You will be advised of the time remaining for your evidence submission and given information on the next stage of the dispute process.

If you are satisfied that you have submitted all the evidence that you wish to, then you can contact us to have the case moved on before the expiry date.

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You will not be able to amend your evidence after **07/07/2022**. After **07/07/2022** we will invite the tenant(s) to view your submission and make a submission of their own within a further 10 working days.

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[Go to deposit summary](#)

**Additional  
Comment**