

SYSTEM GUIDANCE

HOW TO MAKE AN OFFER DURING DISPUTE RESOLUTION



Offers During Dispute Resolution

Select the relevant deposit account from the section 'Repayment not agreed – in self-resolution.'

Deposit management My account

Enter your search here....

Deposits held by scheme	0	£0.00
Repayment requested by tenant	0	£0.00
Repayment requested by agent/landlord	0	£0.00
Repayment not agreed - In self-resolution	1	£400.00

Address	Start date	Deposit held	Deposit account number	Tenants	
234, 0/4 234 West George Street, Glasgow, , G2 4QY, United Kingdom	04/01/2022	£400.00	DAN[REDACTED]	1	View / Edit

Choose the option 'Continue Repayment Journey' from the deposit summary.

Deposit management My account

Deposit summary

[Continue repayment journey](#)

Tenants associated with this deposit

Self resolution

[Go back](#)

Repayment summary

Amount requested by agent/landlord	£199.00
- Of which is agreed by tenant	(£0.00)
Unresolved amount	£199.00

You have until 09/02/2022 to try to reach a resolution. Please indicate how you wish to proceed below.

Requested by agent/landlord Previously agreed by you

Cleaning

£99.00

0

Damage

£100.00

0

I agree with the agent/landlord's repayment request

I disagree with some or all of the agent/landlord's repayment request

I want to make an offer

[Submit](#)

The options available are:

'I agree with the other party's repayment action'

'I agree with some or all of the other party's repayment action' – this option includes the facility for parties to confirm that an agreement will not be possible.

'I want to make an offer'

See over for further details of each option

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'I agree with the other party's repayment action'

Based on your selection, this is how the deposit will be repaid

Amount to be paid to agent/landlord: £199.00

Amount to be paid to tenant(s): £1.00

Any adjustments to your repayment request above will be reflected here. If you make adjustments and select "Submit", the amount you agree to be repaid to the agent/landlord will update and we will invite the agent/landlord to agree to your updated request.

The changes you make above are binding. Once you select "Submit", it will not be possible to revert to the amount you previously agreed to be paid to the agent/landlord, but you can continue to increase it.

The agreed amounts will be confirmed. Click on 'Submit' to accept.

Revised terms may be entered into the appropriate fields. You may also use the sliders to enter the desired amount.

Once the correct amounts have been entered, click on 'submit' to proceed with the offer.

You may also enter the reason that an agreement is not possible.

'I agree with some or all of the other party's repayment action'

Repayment summary

Amount requested by agent/landlord	£199.00
- Of which is agreed by tenant	(£0.00)
Unresolved amount	£199.00

You have until 09/02/2022 to try to reach a resolution. Please indicate how you wish to proceed below.

Requested by agent/landlord	Previously agreed by you
Cleaning: £99.00	£69.30 (70%)
Damage: £100.00	£33.00 (33%)

Based on your input above, this is how the deposit would be repaid if agreed by the agent/landlord

Amount to be paid to agent/landlord: £102.30

Amount to be paid to tenant(s): £97.70

Any adjustments to your repayment request above will be reflected here. If you make adjustments and select "Submit", the amount you agree to be repaid to the agent/landlord will update and we will invite the agent/landlord to agree to your updated request.

The changes you make above are binding. Once you select "Submit", it will not be possible to revert to the amount you previously agreed to be paid to the agent/landlord, but you can continue to increase it.

Based on your input above, this is how the deposit would be repaid if agreed by the agent/landlord

Amount to be paid to agent/landlord: £0.00

Amount to be paid to tenant(s): £200.00

Any adjustments to your repayment request above will be reflected here. If you make adjustments and select "Submit", the amount you agree to be repaid to the agent/landlord will update and we will invite the agent/landlord to agree to your updated request.

The changes you make above are binding. Once you select "Submit", it will not be possible to revert to the amount you previously agreed to be paid to the agent/landlord, but you can continue to increase it.

Please tell us what you have done to try to reach an agreement. If you have not taken any steps to resolve this, this may delay our handling of the case, We recommend that you speak to the agent/landlord and then revisit this page.

'I want to make an offer'

Requested by agent/landlord	Previously agreed by you
Cleaning: £99.00	£0 (0%)
Damage: £100.00	£0 (0%)

Why not make the agent/landlord an offer?

Settlement offer to agent/landlord: £150

This is the amount you are willing to pay

This means you will receive: £50.00

You can adjust your claim as many times as you like during the 10 working day period. We will submit the agent/landlord of your response and invite them to agree to your response or make an offer of their own.

You can make an offer to the agent/landlord to try to reach a quick and easy settlement. If the agent/landlord accepts it, we will release the deposit as detailed above within the next 3 working days. The offer is non-binding as if they reject it the unresolved amount will remain per the repayment summary above and you can continue to try to negotiate.

An uncategorised single amount can be offered in order to attempt to resolve the dispute, rather than individually categorised amounts.