

SYSTEM GUIDANCE

HOW TO START A TENANT CHANGEOVER (TENANTS)



SafeDeposits Scotland offers two methods if you are an individual tenant who is part of a joint tenancy so you can receive your deposit back if you leave the property and some or all of your co-tenants are remaining.

The first method is when the landlord or agent initiates the process, and the outgoing tenant is invited to respond.

The second method allows the tenant to start the process, and we then contact the landlord and agent for their response.

Please be aware that it is at landlords and agents' discretion to consider deposits as individual shares due to the joint and several liability nature of tenancy agreements.

Respond to offer of repayment of your share of the deposit



1. You will receive an email to confirm that the landlord or agent has started the process to return your share of the deposit.

2. Once you have logged into your account click on the notification icon, which should indicate an outstanding action.

SafeDeposits Scotland Resource centre Tenants Landlords/Agents About

Welcome TestSH Tenant

Personal details Marketing preferences Bank details 0% Complete

Deposit management My account

Enter your search here...

Category	Count	Amount
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
Repayment not agreed - In dispute resolution	0	£0.00
Repayment process	0	£0.00
Deposit repayments concluded in the last year	0	£0.00

3. Select the option to view the deposit showing 'Tenant changeover initiated' as its status.

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Welcome TestSH Tenant

Personal details Marketing preferences Bank details 0% Complete

Deposit management My account

Go back

Total records :1

Date	DAN	Tenancy address	Action
17/05/2022	DAN [REDACTED]	[REDACTED]	Tenant changeover initiated View

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4. Choose the appropriate response. If you are accepting the proposed payment offer, then please ensure that you have provided us with up to date [bank details](#).

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Welcome TestSH Tenant

Personal details Marketing preferences Bank details 33% Complete

Deposit management My account

Below are your outstanding actions

You have pending tenant changeover for DAN: DAN [REDACTED]

Accept tenant changeover Reject tenant changeover

Accreditations Need Help? Helpful Links Social Media

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Request repayment of your share of the deposit

1. Select the deposit from your user account by selecting View / Edit from the Deposits held by scheme section.

SafeDeposits Scotland Resource centre Tenants Landlords/Agents About

Welcome TestRD Tenant

Personal details Marketing preferences Bank details 0% Complete

Deposit management My account

Enter your search here...

Deposits held by scheme		1	£500.00		
Address	Start date	Deposit held	Deposit account number	Tenants	
[Redacted]	02/04/2022	£500.00	DAN [Redacted]	2	View / Edit
Repayment requested by tenant		0	£0.00		
Repayment requested by agent/landlord		0	£0.00		

2. Choose the option 'I have moved out'. You should only select this for a joint tenancy; sole tenants should submit a repayment request.

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Welcome TestRD Tenant

Personal details Marketing preferences Bank details 0% Complete

Deposit management My account

Deposit summary

Repayment request **I have moved out**

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.

3. Enter how much of the deposit you feel that you are due. This cannot be the total deposit amount; a claim for the full amount should be entered as a repayment request.

Then enter your bank details if you have not done so already and click on submit.

SafeDeposits Scotland Resource centre Tenants Landlords/Agents About

Welcome TestRD Tenant

Personal details

Deposit management My account

Tenant changeover

[Go back](#)

Total deposit held: £500

Please enter in the fields below how much of the deposit you want to receive

TestRD Tenant

£250.00

[Add repayment details for TestRD Tenant](#)

Are you the only tenant moving out?

[Yes](#)

[No](#)

[Submit](#)



Adding your bank details

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

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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
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

Accreditations: CYBER ESSENTIALS

Need Help? Support

Helpful Links: Resource Centre, Governance, Careers

Social Media: Facebook, LinkedIn, Twitter, Youtube

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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.

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Welcome

Personal details Marketing preferences Bank details
0% Complete

Deposit management My account

Personal details

- Contact details
- Payment details**
- Password
- Authorised person
- Marketing preferences
- Data sharing
- Close account

Contact details

Title: Mr.

First name: TestU Surname: Tenant

Telephone number: Address: B/1, 250 West George Street, Glasgow

Save

UK payment details

Name on account: Enter account name Account number: Enter account number

Sort code: Enter sort code Bank name:



