#### **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 <u>landlord or agent initiates</u> the process, and the outgoing tenant is invited to respond.

The second method allows the <u>tenant to start the</u>
<u>process</u>, 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.

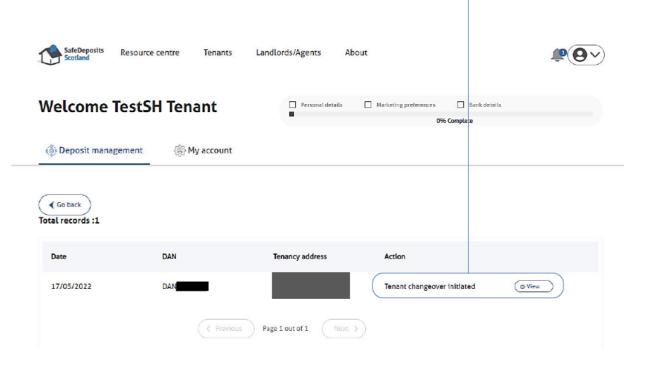
### Respond to offer of repayment of your share of the deposit



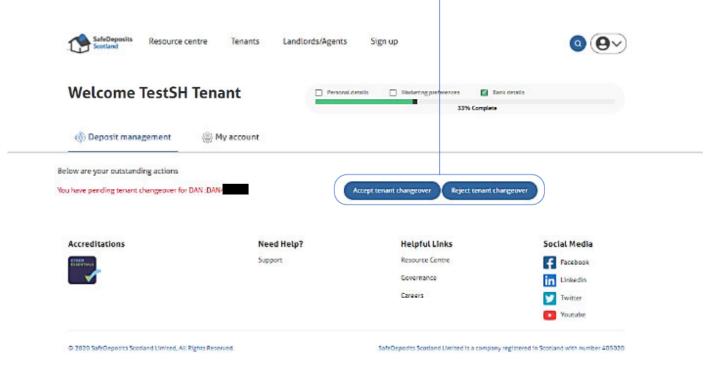
1. You will receive an email to confirm that the landlord or agent has started the process to return your share of the deposit.

2. Once you have logged into your account click on the notification icon, which should indicate an outstanding action. Landlords/Agents Welcome TestSH Tenant Personal details Marketing preferences Bank details My account Deposit management Enter your search here... £250.00 Deposits held by scheme 1 Repayment requested by tenant £0.00 Repayment requested by agent/landlord 0 £0.00 Repayment not agreed - In self-resolution £0.00 Repayment not agreed - In dispute resolution 0 £0.00 Repayment process £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.



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.





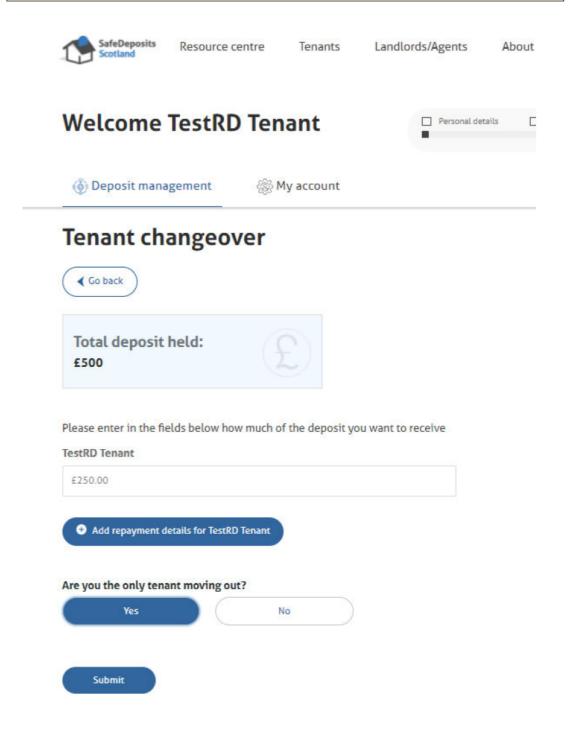
### Request repayment of your share of the deposit

1. Select the deposit from your user account by selecting View / Edit from the Deposits held by scheme section. **®**(**0**∨ Landlords/Agents Resource centre Tenants Welcome TestRD Tenant Personal details Marketing preferences Bank details My account Deposit management Enter your search here.... O Deposits held by scheme £500.00 Deposit held Address Start date 02/04/2022 £500.00 ⊚ View / Edit Repayment requested by tenant £0.00 Repayment requested by agent/landlord £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. Landlords/Agents **®**(**O** ∧) Resource centre Welcome TestRD Tenant Deposit management My account Deposit summary 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.



## Adding your bank details

1. Choose the 'My account' option from the main page of your user account. 0 to 6 ~ Resource centre Landlords/Agents Welcome Marketing preferences Bank details 0% Complete My account Deposit management Outstanding actions Enter your search here.... Deposits held by scheme £0.00 Repayment requested by tenant £0.00 Repayment requested by agent/landlord £450.00 Repayment not agreed - In self-resolution £0.00 Repayment not agreed - In dispute resolution 0 £0.00 Repayment process £0.00 Deposit repayments concluded in the last year £0.00 Social Media Accreditations Need Help? **Helpful Links** Support Facebook in Linkedin Careers Twitter Youtube © 2020 SafeDeposits Scotland Limited, All Rights Reserved. SafeDeposits Scotland Limited is a company registered in Scotland with number 405020



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.

