

SYSTEM GUIDANCE

# HOW TO RESPOND TO A TENANT'S REPAYMENT PROPOSAL (LANDLORDS AND LETTING AGENTS)



Search icon, User profile icon, and a dropdown menu containing:  
[Login](#)  
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[Contact Us](#)

Select Login from the dropdown menu at the top right of our homepage, then enter your details to access your account.

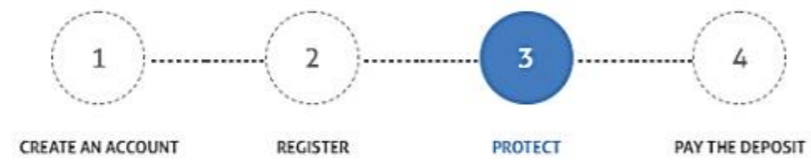
The only tenancy deposit protection scheme based in Scotland. We protect your tenancy deposits and provide free and impartial resolution in the event of a dispute.

Click the option that best describes you

I'M A TENANT	I'M A LANDLORD / AGENT
<a href="#">Is my deposit protected</a>	<a href="#">I want to protect a deposit</a>
<a href="#">I want my deposit back</a>	<a href="#">Repay a deposit</a>

### 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.



Welcome back! Please login to your account.

User name

Password

Remember me

[Forgot password?](#)

Submit

Sign up

Repayment Response



Resource centre

Tenants

Landlords/Agents

Sign up



## Welcome Test Account

Personal details
  Marketing preferences
  PI clauses
  Bank details

25% Complete

Deposit management

My portfolio

Reporting

Bulk actions

My account

Protect a new deposit

Enter your search here....

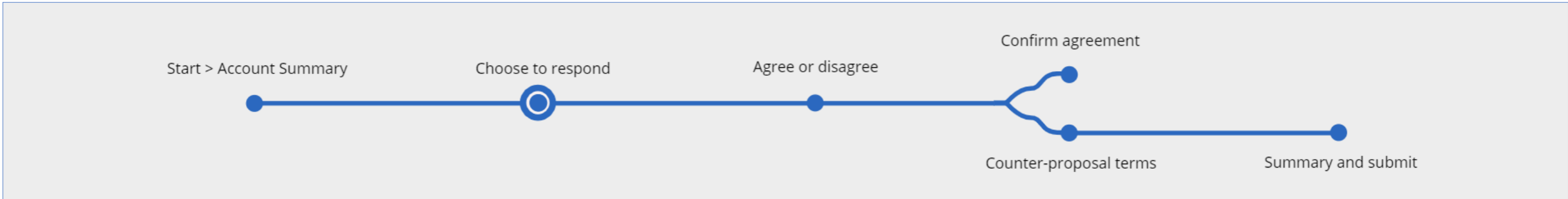
<input checked="" type="checkbox"/> Registered (not paid)	0	£0.00
<input checked="" type="checkbox"/> Awaiting payment	0	£0.00
<input checked="" type="checkbox"/> Deposits held by scheme	3	£3,250.00
<input checked="" type="checkbox"/> Repayment requested by tenant	1	£500.00
<input checked="" type="checkbox"/> Repayment requested by agent/landlord	1	£1,600.00
<input checked="" type="checkbox"/> Repayment not agreed - In self-resolution	0	£0.00
<input checked="" type="checkbox"/> Repayment not agreed - In dispute resolution	0	£0.00
<input checked="" type="checkbox"/> Repayment process	0	£0.00
<input checked="" type="checkbox"/> Deposit repayments concluded in the last year	0	£0.00

Address	Start date	Deposit held	Deposit account number	Tenants	
[REDACTED]	01/08/2021	£500.00	DAN [REDACTED]	2	<a href="#">View / Edit</a>

Choose the relevant deposit under the section 'Repayment requested by tenant' by clicking 'View/Edit'.

Choose to Respond



Resource centre

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## Welcome

Personal details
  Marketing preferences
  PI clauses
  Bank details

25% Complete

Deposit management

My portfolio

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Choose 'Respond to repayment request' to continue.

[Replace primary landlord](#)
[Respond to repayment request](#)

### Tenants associated with this deposit

Name	Type	Email	Contact number	
Mr. TestN Tenant	Tenant	[Redacted]	[Redacted]	<a href="#">View/Edit</a>
Mr. TestM Tenant	Tenant	[Redacted]	[Redacted]	<a href="#">View/Edit</a>

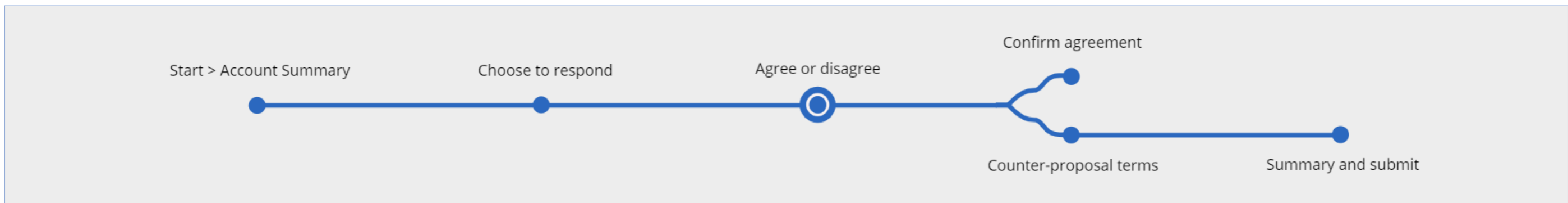
### Landlord associated with this deposit

[+ Add a landlord](#)

Name	Type	Email	Contact number	
Mr. Test Landlord	Primary Landlord	[Redacted]	[Redacted]	<a href="#">View/Edit</a> <a href="#">Delete</a>

Address	[Redacted]
Tenancy start date	Aug 1, 2021
Deposit amount stated in tenancy agreement	£500.00

[Start](#)
[Agree or Disagree](#)



TestN Tenant	£200	Cleaning	£100
TestM Tenant			
<b>Total</b>	<b>£400</b>	<b>Total</b>	<b>£100</b>

Confirm that tenancy has ended, and the end date.  
You will then indicate if you wish to agree or disagree with the proposed terms.

**Response to repayment request**

**Has the tenancy ended?**

Yes  No

**Tenancy end date**

**Please tell us the date the tenancy ended**

18  August  2021

**Do you agree with what the tenant wants to happen to the deposit?**

I agree with the repayment request

I do not agree with the repayment request



Start > Account Summary

Choose to respond

Agree or disagree

Confirm agreement

Counter-proposal terms

Summary and submit



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## Welcome Test Account

Progress bar with items:  Personal details,  Marketing preferences,  PI clauses,  Bank details. 50% Complete

Deposit management

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Go back

Repayment to tenant(s)  
£1600



Repayment to [redacted]  
£0



Total deposit amount  
£1600



### Repayments to tenant(s)

TestP Tenant	£800
TestO Tenant	£800
<b>Total</b>	<b>£1600</b>

### Repayment to [redacted]

<b>Total</b>	<b>£0</b>

### Response to repayment request

### Has the tenancy ended?

Yes

No

### Tenancy end date

### Please tell us the date the tenancy ended

11

September

2021

### Do you agree with what the tenant wants to happen to the deposit?

I agree with the repayment request

I do not agree with the repayment request

Edit repayment details for Test Account

Continue

Select to indicate that you agree with the tenant proposal. You have the option of adding or updating your bank details.

Click on 'Continue' to proceed. Your acceptance of the tenant terms will be confirmed.

Agree or Disagree



[Go back](#)

Repayment to tenant(s) £1600	Repayment to [redacted] £0	Total deposit amount £1600
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Remainder to allocate **£ 1600**  
Total deposit allocated **£ 0**

Repayments to tenants	Tenant request	Your response
TestP Tenant	<input type="text" value="£800.00"/>	<input type="text" value="£0.00"/>
TestO Tenant	<input type="text" value="£800.00"/>	<input type="text" value="£0.00"/>
Payment to tenants		£

Repayment to My lets      Tenant request      Your response

Tenant request	Your response
Cleaning	<input type="text" value="£0.00"/>
Damage to property or contents	<input type="text" value="£0.00"/>
Gardening	<input type="text" value="£0.00"/>
Redecoration	<input type="text" value="£0.00"/>
Rent arrears	<input type="text" value="£0.00"/>
Other	<input type="text" value="£0.00"/>
Other (Reason for claim)	<input type="text"/>
Payment to Test Account	£

[Edit repayment details for Test Account](#)

[Continue](#)

Complete the first sections to specify amounts to be returned to each tenant, and then the categorised deductions that you wish to claim. Then click on 'Continue'.

[Agree or Disagree](#)      [Summary](#)



[Go back](#)



## Thank You!

You have successfully responded to the repayment request.

### What happens next?

We will ask the tenant to respond to your repayment request within 30 working days.

[Go to deposit summary](#)

Once you have entered your counter proposal we will notify the tenant and invite them to respond to your terms.

**Counter Proposal**