

SYSTEM GUIDANCE

# HOW TO SUBMIT A REPAYMENT PROPOSAL (LANDLORDS AND LETTING AGENTS)



Search icon, User profile icon, and a dropdown menu containing:  
[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.

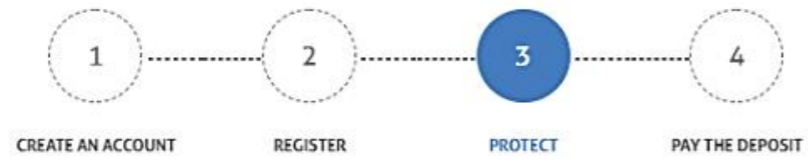
The only tenancy deposit protection scheme based in Scotland. We protect your tenancy deposits and provide free and impartial resolution in the event of a dispute.

Click the option that best describes you

I'M A TENANT	I'M A LANDLORD / AGENT
<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

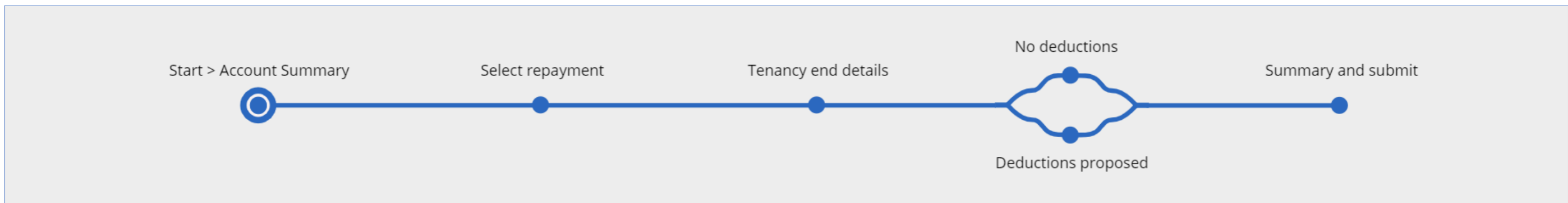
Remember me

[Forgot password?](#)

[Submit](#)

[Sign up](#)

[Start Deposit Repayment](#)



## Welcome Test Account

Personal details
  Marketing preferences
  PI clauses
  Bank details

50% Complete

[Protect a new deposit](#)

Registered (not paid)	0	£0.00																		
Awaiting payment	0	£0.00																		
Deposits held by scheme	2	£1,250.00																		
<table border="1"> <thead> <tr> <th>Address</th> <th>Start date</th> <th>Deposit held</th> <th>Deposit account number</th> <th>Tenants</th> <th></th> </tr> </thead> <tbody> <tr> <td>[Redacted]</td> <td>09/08/2021</td> <td>£450.00</td> <td>DAN [Redacted]</td> <td>2</td> <td><a href="#">View / Edit</a></td> </tr> <tr> <td>[Redacted]</td> <td>10/08/2021</td> <td>£800.00</td> <td>DAN [Redacted]</td> <td>3</td> <td><a href="#">View / Edit</a></td> </tr> </tbody> </table>			Address	Start date	Deposit held	Deposit account number	Tenants		[Redacted]	09/08/2021	£450.00	DAN [Redacted]	2	<a href="#">View / Edit</a>	[Redacted]	10/08/2021	£800.00	DAN [Redacted]	3	<a href="#">View / Edit</a>
Address	Start date	Deposit held	Deposit account number	Tenants																
[Redacted]	09/08/2021	£450.00	DAN [Redacted]	2	<a href="#">View / Edit</a>															
[Redacted]	10/08/2021	£800.00	DAN [Redacted]	3	<a href="#">View / Edit</a>															
Repayment requested by tenant	0	£0.00																		
Repayment requested by agent/landlord	1	£1,600.00																		
Repayment not agreed - In self-resolution	1	£2,000.00																		
Repayment not agreed - In dispute resolution	0	£0.00																		
Repayment process	2	£700.00																		
Deposit repayments concluded in the last year	0	£0.00																		

Choose the relevant deposit from the 'Deposits held by scheme' section of your account summary by clicking on view / edit.

Select Repayment

Start > Account Summary

Select repayment

Tenancy end details

No deductions

Summary and submit

Deductions proposed



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

Select the 'Repayment request' option.

Pay additional deposit

Tenant changeover

Replace primary landlord

Transfer to another property

Repayment request

Transfer to another landlord

### Tenants associated with this deposit

+ Add tenant

Name	Type	Email	Contact number	
Miss TestF Tenant	Tenant	[REDACTED]	[REDACTED]	View/Edit
Mr. TestE Tenant	Tenant	[REDACTED]	[REDACTED]	View/Edit

### Landlord associated with this deposit

+ Add a landlord

Name	Type	Email	Contact number		
Mr. Test Landlord	Primary Landlord	[REDACTED]	[REDACTED]	View/Edit	Delete

Address	[REDACTED]	
Tenancy start date	Aug 1, 2021	Edit
Deposit amount stated in tenancy agreement	£1,600.00	
Amount protected by SafeDeposits Scotland	£1,600.00	
Deposit account number	DAN [REDACTED]	
Deposit reference	not supplied	
Deposit status	Deposits held by scheme	



Start > Account Summary

Select repayment

Tenancy end details

No deductions

Summary and submit

Deductions proposed



Resource centre

Tenants

Landlords/Agents

Sign up



## Welcome Test Account

Personal details  Marketing preferences  PI clauses  Bank details  
50% Complete

Deposit management

My portfolio

Reporting

Bulk actions

My account

## Repayment request

[Go Back](#)

Deposit Status:  
Deposits held by scheme

Total deposit held:  
£300.00



Tenancy end date

Please tell us the date the tenancy ended

Select Day

Select Month

Select Year

Repayment Option

Do you want to make deductions from the deposit?

Yes

No

First enter the tenancy end date. Then select if you wish to propose deductions or not.

Select Repayment

No Deductions

Deductions Proposed

Start > Account Summary

Select repayment

Tenancy end details

No deductions

Summary and submit

Deductions proposed



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

## Repayment request

[Go Back](#)

**Deposit Status:**  
Deposits held by scheme

**Total deposit held:**  
£1,600.00



Tenancy end date

Please tell us the date the tenancy ended

Select Day

Select Month

Select Year

Select the option for no deductions, then make the appropriate allocations between the tenants and click on continue.

Repayment Option

Do you want to make deductions from the deposit?

Yes

No

Amount of deposit to be repaid to tenant(s)

Remainder to allocate £1,600.00

Total deposit repayment £1,600.00

TestF Tenant

£800.00

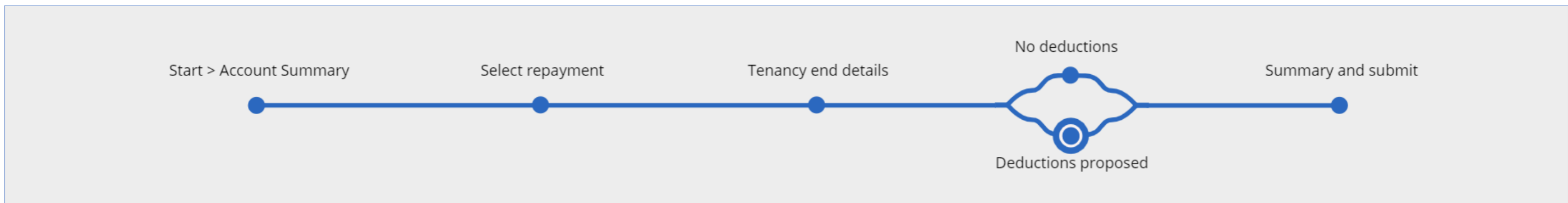
TestE Tenant

£800.00

Continue

Tenancy End Details

Summary and Submit



Choose the option to indicate that you wish to claim deductions against the deposit.

Complete these sections to specify amounts to be returned to the tenants, and the categorised deductions that you wish to claim.

**Repayment Option**

Do you want to make deductions from the deposit?

Yes  No

**Amount of deposit to be repaid to tenant(s)**

Remainder to allocate	£1,600.00
Total deposit repayment	£1,600.00

Please enter in the fields below how much of the deposit you want to be paid to the tenant(s) and to the agent/landlord. These amounts must match the amount of the deposit held by SafeDeposites Scotland, which is £1,600.00

**TestF Tenant**

£

**TestE Tenant**

£

**Amount of deposit to be repaid to for:**

[Question?](#)

**Cleaning**

£0.00

**Damage to property or contents**

£0.00

**Redecoration**

£0.00

**Gardening**

£0.00

**Rent arrears**

£0.00

**Other**

**Tenancy End Details** **Summary and Submit**

Start > Account Summary

Select repayment

Tenancy end details

No deductions

Summary and submit

Deductions proposed



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

Go Back

Tenancy end date

Supplied by Agent/Landlord

2021-08-06

Repayments to tenant(s)

Repayment to Test Account Ltd

	Agent/Landlord Request		Agent/Landlord Request
TestF Tenant	£700.00	Cleaning	£100.00
TestE Tenant	£700.00	Damage to property or contents	£0.00
<b>Total</b>	<b>£1,400.00</b>	Redecoration	£50.00
		Gardening	£0.00
		Rent arrears	£50.00
		Other or Unknown	£0.00
		Landlord/Agent reason for Other	
		<b>Total</b>	<b>£200.00</b>

By clicking 'Submit' you confirm that you wish to request repayment of the deposit as set out above. This can not be amended later.

Copying the form and any supporting documents to the other parties to the tenancy, the appointed adjudicator if necessary, and to anyone else involved in resolving a dispute about the deposit

I agree

I don't agree

Submit

Check the summary of the proposal, then select your response to the declaration and click on submit to complete the proposal.

No Deductions

Deductions Proposed