



Best practice in Deposit Protection for Landlords





Some useful things to remember when submitting, managing and claiming a deposit:

Repayment IDs

- Keep any deposit confirmation letters / emails from The DPS as they include the Repayment IDs which both Landlord and Tenant will need at the end of the tenancy in order to repay the deposit.
- Remember to ensure this message is passed on to Tenants.
- The repayment process is a joint process between the Landlord and the Tenant - The DPS will not monitor this process.

Direct Bank Transfer

- Direct Bank Transfer (DBT) is the quickest and easiest way to pay. When you pay by DBT, you can choose either automatic or manual allocation of the money to a Deposit ID.

If you choose manual allocation, don't forget to log in to The DPS website and allocate your money to a deposit - if you don't complete this, the deposit is not protected!

Online Repayment Claims

- Encourage online repayment claims - together or apart.
- Agreement to use Alternative Dispute Resolution (ADR) can also be made online.

Rejected Cheques

Common errors we have noted are:

- Cheques not made payable to 'The Deposit Protection Service'
- Cheques not signed
- Multiple cheques against a single deposit - The DPS will not accept this; in some cases one or more of the cheques may bounce and a deposit will be incomplete.

Tenants' email addresses

- The Landlord must ensure this is taken from the Tenant as it is required when submitting deposits online.

Single Claim Process

- This is part of the Government legislation
- Statutory Declarations must be witnessed by a Solicitor (which should cost no more than £5), a Commissioner for Oaths or a Magistrate.