



A guide for landlords and letting agents

How our schemes work



This is a guide for landlords and letting agents to explain how our deposit protection schemes work.

If you are setting up Assured Shorthold Tenancies (ASTs) in England and Wales, you are required to protect deposits with a Government-authorised tenancy deposit protection scheme.

As the home of deposit protection, we're here to make it easy for you.



01 Register with us

If you want to manage deposits via an online account, please register with us at www.depositprotection.com.

If you want to manage your account via the post, please register by calling us on **0330 303 0030**.

Either way, registration is easy. We'll just need a couple of details from you in order to issue a unique ID number so you can get started.

Online



- ▶ If you register online, we will send you a confirmation email.
- ▶ You'll need to respond to this email in order to activate your registration.
- ▶ You can then register and manage deposits online.

Post



- ▶ If you register over the phone, we'll ask you to choose from the Custodial scheme or the Insured scheme.
- ▶ We'll send you a confirmation letter in the post, and include either a Custodial or an Insured registration pack.
- ▶ You can add online access to your account at any time via our website.

02 Manage deposits

Once you have registered, you can:

- ▶ Submit/register new deposits
- ▶ View details of all deposits you have protected with us
- ▶ Submit deposit payments online
- ▶ Make enquiries
- ▶ Manage the repayment of deposits

Once a tenant's deposit is protected, they can:

- ▶ Access information about deposits online or by phone
- ▶ Update their contact details
- ▶ Request repayment when they move out
- ▶ Make enquiries

If you choose to protect a tenant's deposit with the Custodial scheme, we will send both parties a unique deposit Repayment ID. This must be kept safe in order to allow us to repay the deposit at the end of the tenancy.

Repayment IDs are not required for the Insured scheme.

03 Repaying a deposit

At the end of the tenancy, both you and the tenant need to agree how the deposit will be repaid.

Custodial

The landlord/letting agent and tenant can both request the repayment of a deposit at the end of a tenancy. This can be done online or jointly by paper form. Both parties will need their unique Repayment ID to complete the process.



If one party requests a repayment the other needs to confirm whether they agree with the reasons and amount to be repaid. Landlord/letting agents can do this by accessing the deposit through their online account and Tenants can also do this online by logging in as a lead tenant. This process can also be completed through the use of a paper form.



Once both parties have submitted their repayment instructions, the deposit will be released within two business days.



If there is a dispute over the amount of deposit to be returned both parties can agree to use our Alternative Dispute Resolution process to resolve the dispute.

Insured

The landlord/letting agent and tenant need to agree on the amount to be returned to the tenant at the end of the tenancy. The landlord/letting agent must then pay the tenant directly.



Once an agreement is reached, the landlord/letting agent needs to contact us to close the deposit. This can be done by accessing the deposit through the landlord/letting agent account.



If there is a dispute over the amount of deposit to be returned to the tenant, the tenant needs to notify us. We'll then contact all parties to resolve the dispute. Any monies agreed to be repaid to the tenant must be completed by the landlord/letting agent.

04 Find out more

If you are a landlord, letting agent or organisation please visit www.depositprotection.com, where you can:

- ▶ read more about complying with the legislation
- ▶ learn more about how we work
- ▶ register with us to receive regular news updates and information on upcoming events
- ▶ start to submit/register deposits.

If your tenant needs more information, they can visit the site to:

- ▶ learn more about the legislation
- ▶ understand what they need to do at the end of their tenancy
- ▶ review or amend their details.

The home of deposit protection, we've **got it covered**



