



A guide to Online Statutory Declaration Requests



What is an Online Statutory Declaration Request?

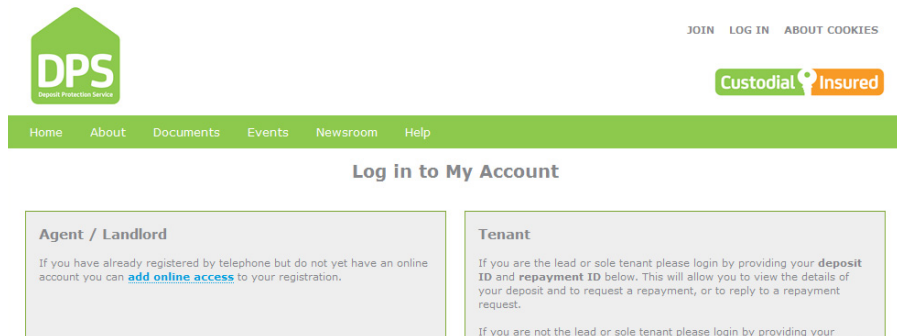
In order to follow the Single Claim process, Agents/Landlords and Sole/Lead Tenants can now request Statutory Declarations online via The DPS website.

We've introduced this new service in response to research and feedback from DPS users. It's designed to help you manage your deposits more efficiently online, rather than needing to email or telephone to request a Statutory Declaration.

Agents/Landlords

Step 1

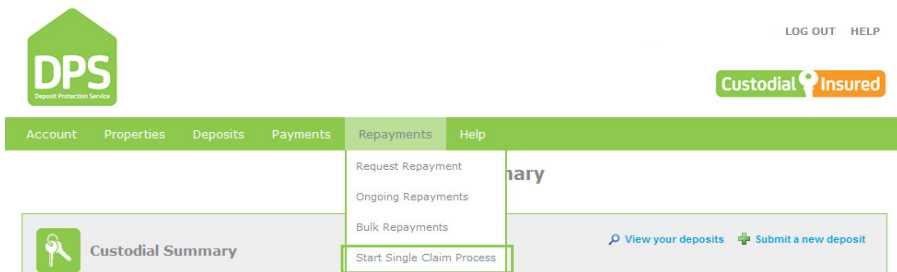
Log in to your [online DPS account](#) as usual



The screenshot shows the DPS website header with the logo, navigation links (Home, About, Documents, Events, Newsroom, Help), and a 'Log in to My Account' section. The 'Log in to My Account' section contains two columns: 'Agent / Landlord' and 'Tenant'. The 'Agent / Landlord' column states: 'If you have already registered by telephone but do not yet have an online account you can [add online access](#) to your registration.' The 'Tenant' column states: 'If you are the lead or sole tenant please login by providing your **deposit ID** and **repayment ID** below. This will allow you to view the details of your deposit and to request a repayment, or to reply to a repayment request.' Below this, it says: 'If you are not the lead or sole tenant please login by providing your'.

Step 2

Select 'Repayments' then 'Start Single Claim Process'



The screenshot shows the DPS website navigation menu. The 'Repayments' menu item is highlighted, and a dropdown menu is visible. The dropdown menu contains the following options: 'Request Repayment', 'Ongoing Repayments', 'Bulk Repayments', and 'Start Single Claim Process'. The 'Start Single Claim Process' option is highlighted with a red box. The main navigation bar includes 'Account', 'Properties', 'Deposits', 'Payments', 'Repayments', and 'Help'. The 'Custodial Summary' link is also visible in the bottom left corner.

Step 3

Choose your Active deposit. A Single Claim can also be started on a Disputed Claim and a deposit Awaiting Tenant Response.

Deposit ID	Property address	Postcode	Lead tenant	Status
13001056	200 BAKER DRIVE, BIRMINGHAM	B13 9VO	MR JAMES MARTIN	ACTIVE

Step 4

Click Continue to request a Statutory Declaration.

Property address		Property details	
Address	200 BAKER DRIVE	Property type	Flat
City	BIRMINGHAM	Furnishing type	Unfurnished
Postcode	B13 9VO	Number of bedrooms	2

Click the **Continue** button below to start the Single Claim process and a Statutory Declaration form will be posted to you.

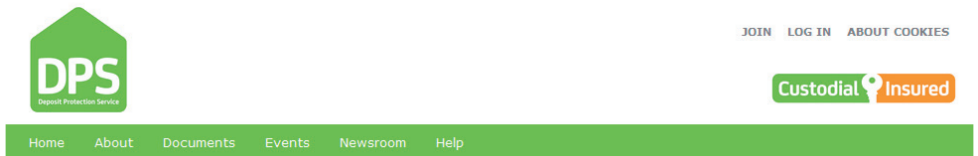
[Continue](#)

[Go back and select a different deposit](#)

Sole/Lead Tenants

Step 1

Log in to your deposit via the DPS homepage, by selecting 'Log in now'



The screenshot shows the DPS homepage with the following elements:

- Header:** DPS Deposit Protection Service logo on the left, and navigation links for JOIN, LOG IN, and ABOUT COOKIES on the right. A Custodial & Insured badge is also present.
- Navigation Bar:** Home, About, Documents, Events, Newsroom, Help.
- Main Content:** A banner with the text "The home of deposit protection, we" followed by several statistics:
 - "The only provider to offer both a Custodial & Insured scheme"
 - "Over £1.4 billion worth of deposits repaid"
 - "Largest supplier of tenancy deposit protection in the UK"
 - "1,000 active d..."
 - "OVER 30..."
- Existing Users:** A callout box with two items:
 - "Landlords and letting agents can access their online accounts using the link below."
 - "Tenants who have received a Deposit ID number can use this to access their tenancy details."
 - A "Log in now" button.

Step 2

Enter your Deposit ID and Repayment ID when prompted.

These reference numbers can be found on the Deposit Confirmation that was issued via email or letter when the deposit was initially secured with The DPS. If you don't have access to either of these numbers then please contact us using the [Online Form](#).

Tenant

If you are the lead or sole tenant please login by providing your **deposit ID** and **repayment ID** below. This will allow you to view the details of your deposit and to request a repayment, or to reply to a repayment request.

If you are not the lead or sole tenant please login by providing your deposit ID and your surname below. This will allow you to view the details of the deposit, but not to request, or reply to, a repayment.

Your deposit ID can be found on your deposit confirmation advice.

Deposit ID

Repayment ID or Surname


[Forgotten your repayment ID?](#)

[Log in](#)

Step 3

Select 'Start single claim process':

If you have any queries or feedback please contact us using the [Online Form](#)



JAMES MARTIN LOG OUT HELP

Custodial Insured

View Deposit Help

View Custodial Deposit

Deposit Details [Start a single claim](#) [Request a repayment](#) [Edit details](#)

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