

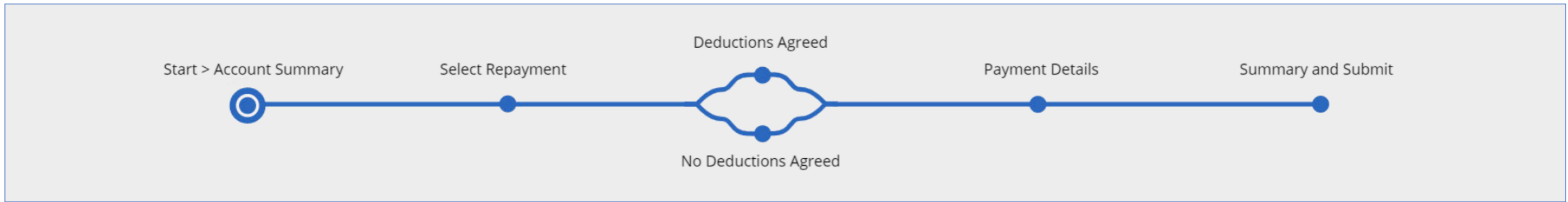
SYSTEM GUIDANCE

HOW TO SUBMIT A REPAYMENT REQUEST (TENANTS)



At the end of a tenancy one tenant may start the repayment process on the tenants' behalf by submitting a [repayment request](#). The tenant who submits the request will become the lead tenant in respect of the deposit, and they should also submit any response should the landlord or agent submit a counterproposal to the initial request.

If you are a non-lead tenant, then you can [add your bank details](#) separately in order that we can pay any share due to be paid directly to you.



SafeDeposits Scotland Resource centre Tenants Landlords/Agents Sign up

Welcome

Personal details Marketing preferences Bank details

0% Complete

[Deposit management](#) [My account](#)

Outstanding actions

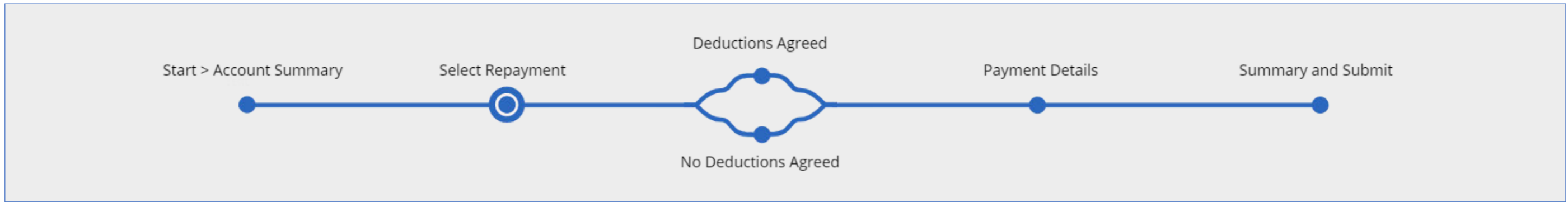
Enter your search here....

Click on the 'Deposits held by scheme' category, then click on 'View / Edit' to access the deposit summary.

Deposits held by scheme					1	£800.00
Address	Start date	Deposit held	Deposit account number	Tenants		
B/1 250 West George Street Glasgow G2 4QY United Kingdom	13/04/2021	£800.00	DAN [REDACTED]	2	View / Edit	
Repayment requested by tenant					0	£0.00
Repayment requested by agent/landlord					0	£0.00
Repayment not agreed - In self-resolution					0	£0.00
Repayment not agreed - In dispute resolution					0	£0.00
Repayment process					0	£0.00
Deposit repayments concluded in the last year					0	£0.00

Select Repayment





Welcome TestS Tenant

Personal details Marketing preferences Bank details
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Deposit management My account

Select the 'Repayment request' option here.

Repayment request I have moved out

Tenants associated with this deposit

One tenant must act as lead tenant during the repayment process and any subsequent negotiations or dispute. The lead tenant acts on behalf of the other named tenants, with their authority.

Once a tenant has raised or responded to a repayment request, they are listed as the lead tenant on this page. We communicate with all tenants throughout the process, but only the lead tenant has options to give instructions on behalf of all tenants.

Name	Type	Email	Contact number
Mr. TestQ Tenant	Joint Tenant	[Redacted]	[Redacted]
Mr. TestS Tenant	Joint Tenant	[Redacted]	[Redacted]

Landlord associated with this deposit

Name	Type	Email	Contact number
Mr. Test Landlord	Primary Landlord	slm3scot1420@email.com	01613000000

Deposit management My account

On the next page enter the date on which the tenancy ended. You will then select the option to indicate if deductions have already been agreed or not.

Go Back

Total deposit held: £800.00

Tenancy end date

Please tell us the date the tenancy ended

Select Day Select Month Select Year

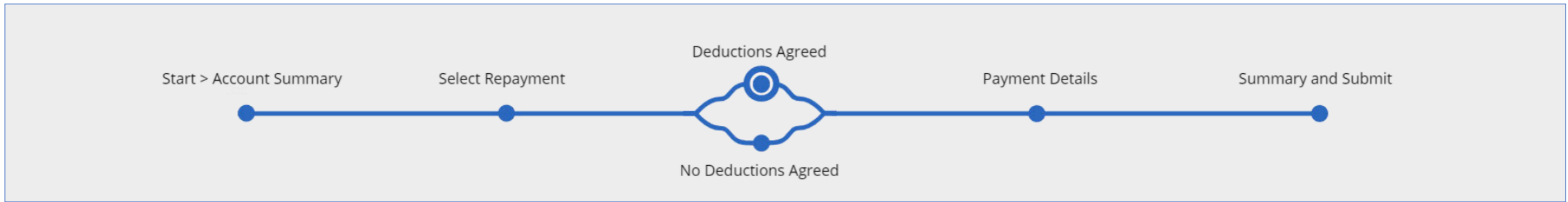
Repayment options

Have you agreed any deductions?

Yes No

Continue





Total deposit held: £800.00

Tenancy end date

Please tell us the date the tenancy ended

12 August 2021

Repayment options

Have you agreed any deductions?

Yes No

Amount to be paid to tenants

Allan MacD
£

Steven MacDonald
£

Add repayment details for Steven MacDonald

Amount to be paid to Allan

Cleaning
£0.0

Damage to property or contents
£0.0

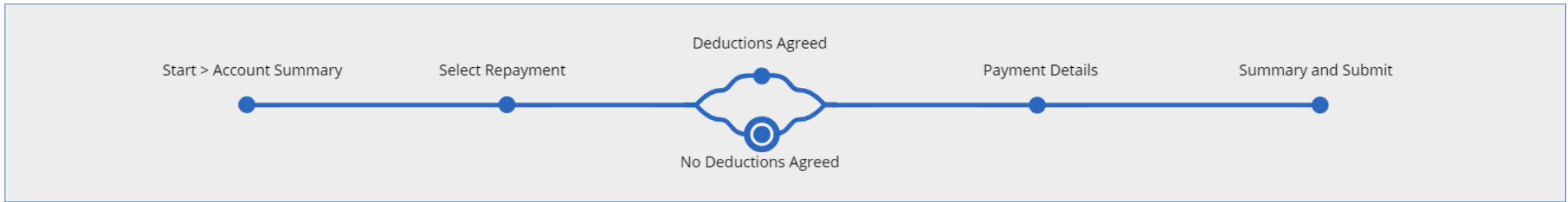
Redecoration
£0.0

Gardening
£0.0

First select the split between tenants. You can then add the bank details that you wish to be used for your payment. You will then submit the agreed deductions in the corresponding categories.

Select Repayment Payment Details





[Go Back](#)

Total deposit held:
£800.00

Tenancy end date

Please tell us the date the tenancy ended
12 August 2021

Repayment options

Have you agreed any deductions?
 Yes No

Select 'repay to me' if there is a joint tenancy and it has been agreed that the full tenants' share is to be returned to you in full.

Repay to me Repay all tenants

Amount to be paid to tenants

Steven MacDonald
£800.00

[Add repayment details for Steven MacDonald](#)

Select 'repay all tenants' to split the tenants' share between co-tenants. You will then enter the amounts due to each tenant.

Repay to me Repay all tenants

Amount to be paid to tenants

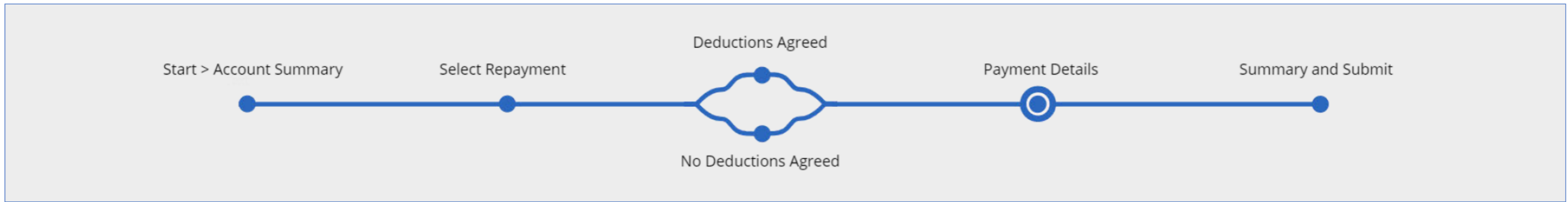
Allan MacD
£
Steven MacDonald
£800.00

[Add repayment details for Steven MacDonald](#)

[Select Repayment](#) [Payment Details](#)

[Continue](#)





Select to add payment instructions.
UK bank account details can be added in the top section and international account details below. Click on submit once this has been entered.

[Add repayment details for Steven MacDonald](#)

Payment details

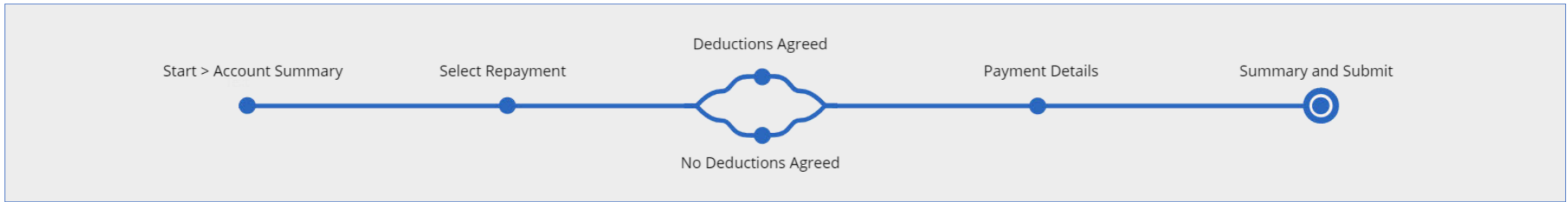
Name on account <input type="text" value="Enter account name"/>	Account number <input type="text" value="Enter account number"/>
Sort code <input type="text" value="Enter sort code"/>	Bank name <input type="text" value="Enter bank name"/>

International payment details

If you provide SafeDeposits Scotland with international payment details, we will assume that you would like any payments that need to be made to you to be made to this bank account. If you would like to be paid to your UK bank account, please remove any international payment details using the form provided.

Bank name <input type="text" value="Enter bank name"/>	
Bank identification code <input type="text" value="Enter bank identification code"/>	Swift code <input type="text" value="Enter swift code"/>
IBAN <input type="text"/>	Name on account <input type="text"/>





Welcome

Personal details Marketing preferences Bank details

0% Complete

- Deposit management
- My account

Repayment request summary

[Go back](#)

Tenancy end date

Repayments to tenant(s)

Allan MacD	£ 400
Steven MacDonald	£ 400
Total	£800

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

[Submit](#)

[Payment Details](#)

Check the details of the repayment request, then click on submit to complete.

We will contact your landlord or letting agent, and invite them to respond to your request within 30 working days,



Adding your bank details

1. Choose the 'My account' option from the main page of your user account.

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Welcome

Personal details Marketing preferences Bank details

0% Complete

Deposit management **My account**

Outstanding actions

Enter your search here....

Deposits held by scheme	0	£0.00
Repayment requested by tenant	0	£0.00
Repayment requested by agent/landlord	1	£450.00
Repayment not agreed - In self-resolution	0	£0.00
Repayment not agreed - In dispute resolution	0	£0.00
Repayment process	0	£0.00
Deposit repayments concluded in the last year	0	£0.00

Accreditations: CYBER ESSENTIALS

Need Help? Support

Helpful Links: Resource Centre, Governance, Careers

Social Media: Facebook, LinkedIn, Twitter, Youtube

2. Select the 'Payment details' option from the sidebar menu. You may enter either UK or international details. Click on 'submit' to save these details to your account.

SafeDeposits Scotland | Tenants | Landlords/Agents | Sign up

Welcome

Personal details Marketing preferences Bank details

0% Complete

Deposit management My account

Personal details

- Contact details
- Payment details
- Password
- Authorised person
- Marketing preferences
- Data sharing
- Close account

Contact details

Title: Mr.

First name: TestU Surname: Tenant

Telephone number: [Redacted] Address: B/1, 250 West George Street, Glasgow, G5 8AT

Save

UK payment details

Name on account: Enter account name Account number: Enter account number

Sort code: Enter sort code Bank name:



Repayment Request

