



SafeDeposits
Scotland

How do I get my deposit back?



03333 213 136
safedepositsscotland.com

Your deposit will not be repaid automatically. You must follow the simple steps below first.

Before you begin

We sent you a **Deposit Protection Certificate** by email or post when your deposit was first transferred to us, which confirms:

- The **Deposit Account Number (DAN)** for your deposit. You share this with your landlord, letting agent and any other tenants on the tenancy agreement;
- Your **Deposit Repayment Number (DRN)**, which is the **password** for your **personal account** with SafeDeposits. You should not share this or use another tenant's DRN to log in;
- Who the **lead tenant** is, if there is more than one tenant on the tenancy agreement.

You need the DAN and your DRN to log in to [the Tenants section of our website](#).

The lead tenant is responsible for entering or responding to a Proposal for Deposit Repayment. **The lead tenant is the only tenant who will be able to access the 'Respond to proposal' or 'Request repayment' options.**

The repayment process

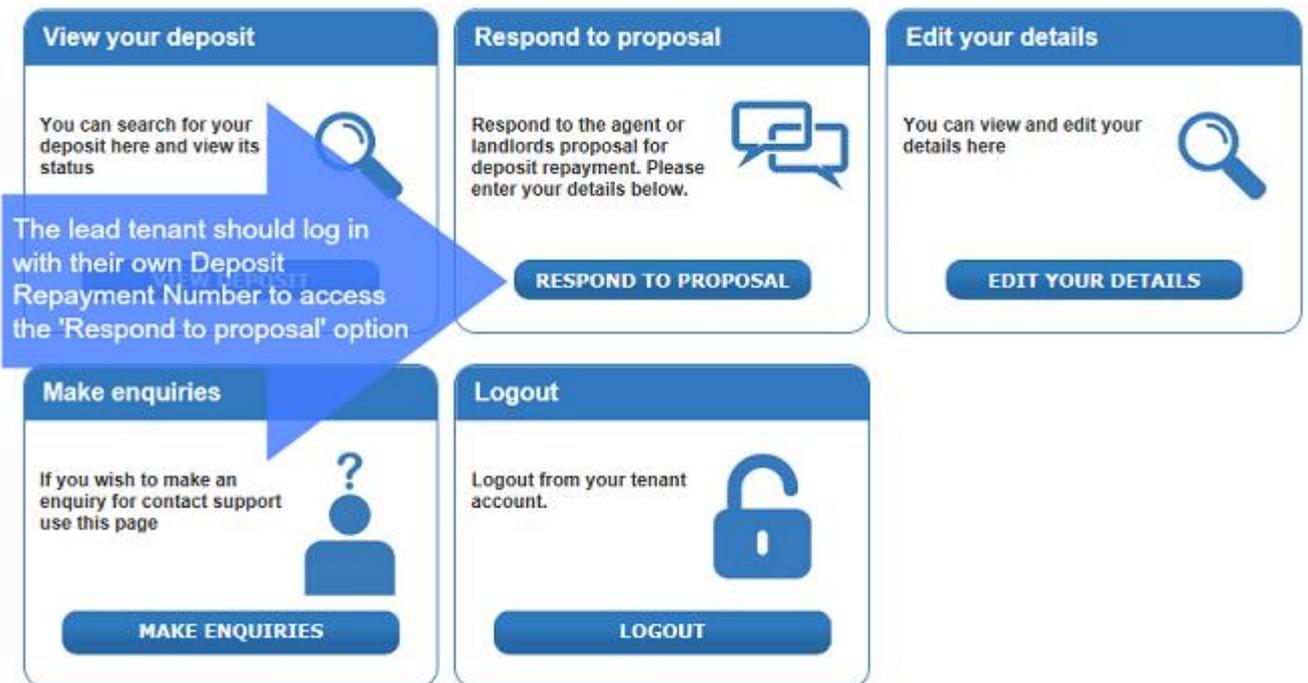
When your tenancy ends, please discuss the deposit repayment with your landlord or letting agent to try and come to an agreement on how the deposit should be repaid. This should help speed up the repayment process.

When the tenancy ends, the landlord or letting agent will usually enter a **Proposal for Deposit Repayment** first, which breaks down how they think the deposit should be repaid. We will send a copy to all tenants on the tenancy agreement for their response.

The lead tenant **and** the joint tenant(s) must log in to the Tenants section of our website to complete the repayment process.



The lead tenant must log in to the Tenants section of our website with the Deposit Account Number and their own Deposit Repayment Number to confirm if they agree or disagree with the Proposal for Deposit Repayment. The lead tenant should select the 'Respond to proposal' option to respond and to provide their bank details.



If you log in and cannot see the 'Respond to proposal' option, you are either not the lead tenant, or you have logged in using an incorrect Deposit Repayment Number.

View your deposit

You can search for your deposit here and view its status

VIEW DEPOSIT

Edit your details

You can view and edit your details here

EDIT YOUR DETAILS

Make enquiries

If you wish to make an enquiry for contact support use this page

MAKE ENQUIRIES

Logout

Logout from your tenant account.

LOGOUT

If the 'Respond to proposal' option is not available:

- you are not the lead tenant, or
- you have used an incorrect Deposit Repayment Number to log in

The joint tenant(s) should log in with the Deposit Account Number and their own Deposit Repayment Number to add their bank details to the 'Edit my details' section of their account.

View your deposit

You can search for your deposit here and view its status

EDIT YOUR DETAILS

Make enquiries

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MAKE ENQUIRIES

Logout

Logout from your tenant account.

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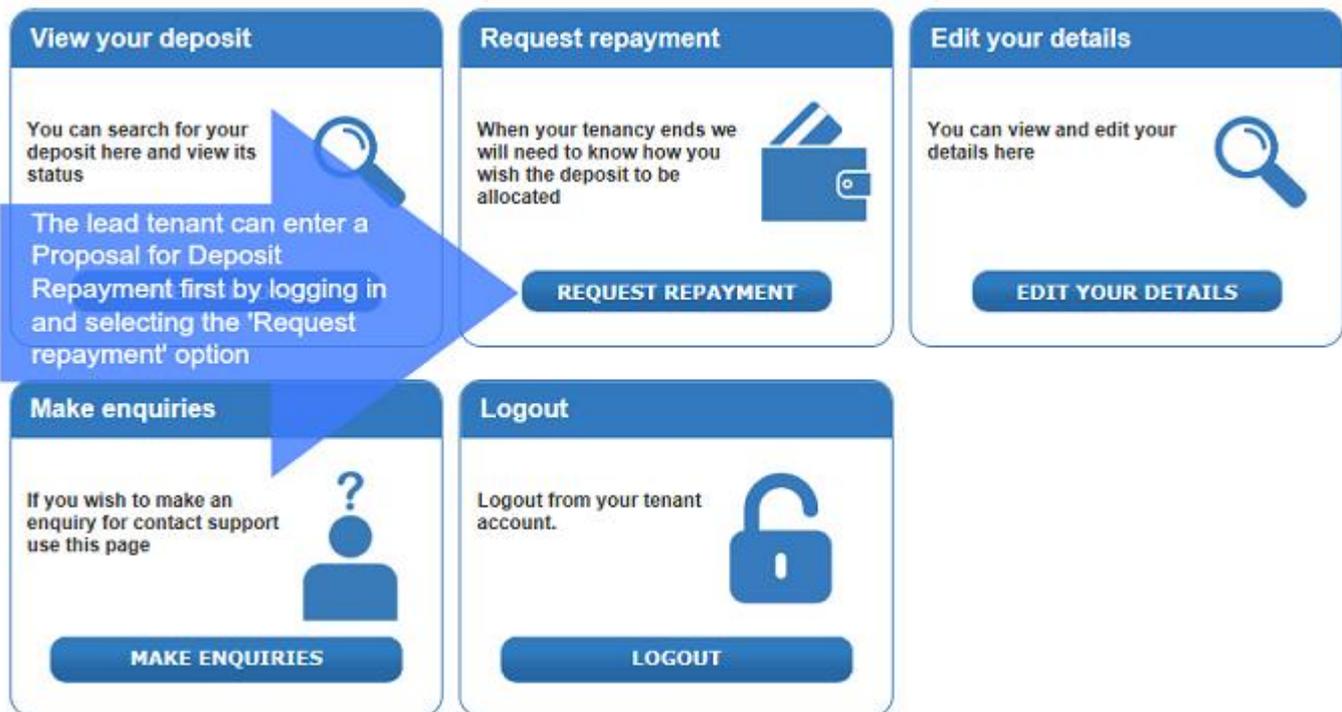
The non-lead tenant(s) should log in with their own DRN to add their bank details to the 'Edit my details' section of their account

If the lead tenant agrees to the Proposal for Deposit Repayment entered by the landlord or letting agent, we will process the repayment within **5 working days** of receiving agreement.

The landlord or letting agent does not provide bank details on behalf of a tenant. If you do not log in to provide your bank details, we will be unable to process any amount due to you.

Can I start the process?

If the landlord or letting agent does not enter a Proposal for Deposit Repayment, the lead tenant can start the process by logging in and selecting the 'Request repayment' option.



The lead tenant can then complete the on-screen form to confirm how they want the deposit to be repaid.

Repayment

Proposal for repayment of the deposit

Please enter in the fields below how much of the deposit you want to be paid to the landlord tenant or agent

Amount of Deposit on the Deposit Protection Certificate	£300.00
Amount of Deposit to be repaid to Landlord(s)*	£0.00
Amount of Deposit to be repaid to Tenant(s)*	£0.00
Amount of Deposit to be repaid to Agent*	£0.00
Do you wish any amount of the deposit to be repaid to a Third Party*	£0.00

Declaration

I consent to SafeDeposits copying this form and any supporting documents to the other party(ies) to the tenancy; to the appointed adjudicator if necessary, and to anyone else involved in resolving a dispute about the deposit

By ticking this box I acknowledge that I have read and agree to be bound by the [SafeDeposits Scheme Rules](#).

[Agree And Continue](#)

The lead tenant should provide a breakdown of how the deposit should be repaid, including:

- if any is to be paid to the landlord or letting agent, and
- how any amount should be split between joint tenants

The joint tenant(s) must still log in and add their bank details if any portion of the deposit is due to them.

It is not within the remit of SafeDeposits to resolve disputes between tenants, however where SafeDeposits is notified that another tenant(s) party to the deposit disagrees with the lead tenant's distribution, the monies will be equally split between all tenants on the deposit account. SafeDeposits will notify all tenants named on the deposit account of this equal split of the monies prior to payments being made. The tenants will then need to resolve the dispute via other means, independently of SafeDeposits.

In exactly the same way as before, we will send a copy of the Proposal for Deposit Repayment to the landlord or letting agent for their response.

If the landlord or letting agent agrees to the Proposal for Deposit Repayment entered by the lead tenant, we will process the deposit repayment within 5 working days of receiving agreement.

What happens if I don't agree with the landlord or letting agent?

If the tenant(s) and the landlord or letting agent can't reach an agreement on how the deposit should be repaid, the lead tenant can refer the dispute to our **alternative dispute resolution (ADR) process** at the same time as responding to the Proposal

for Deposit Repayment.

If the deposit repayment is referred to ADR, we will contact the landlord or letting agent and tenant(s) to ask for evidence to support their Proposal for Deposit Repayment. The evidence provided by both parties will be passed to an independent adjudicator who will decide how the deposit should be repaid based on what has been submitted.

You can find out more about our ADR process, including the type of evidence we look for, [on our website](#).

What happens if a mistake is made when entering a proposal

If the lead tenant makes a mistake when entering their Proposal for Deposit Repayment, they may contact SafeDeposits within no more than 24 hours from the time at which they submitted the proposal to request that the deposit account is reset for a new proposal to be made. Such requests will be honoured provided that SafeDeposits has been notified within 24 hours of the proposal being submitted and the landlord or letting agent has not already agreed to the proposal within said 24 hours. If the other party agrees to the incorrect terms in the intervening period then SafeDeposits will be unable to take any remedial action and the payment terms will be binding. Should SafeDeposits be notified outside office hours by email of a mistake being made when entering a proposal, there is a risk that the other party will respond to accept the terms in the time before office hours resume. The same conditions would apply in this instance, and if the other party accepts the terms then they will be binding. Therefore it is imperative that parties be sure of what they are entering before they click to confirm the details.

If bank details are incorrectly then there are two possible outcomes. If incorrect details have been entered which do not match any active bank account, the monies would automatically be returned to SafeDeposits who would obtain the correct details from the tenant(s) concerned and make payment. SafeDeposits will make payment to the tenant(s) as promptly as possible in such a scenario, however the exact timescale is dependent on the time taken for the bank to return the monies to SafeDeposits before it is able to make payment to the tenant(s). If incorrect details have been entered which do match an active bank account – and therefore payment is made to another bank account – then when notified of such an instance SafeDeposits will contact the bank to which monies have been sent to request that the monies are returned. There is no guarantee in this scenario that funds will be returned and if funds are not returned where a tenant(s) has entered their bank account details incorrectly, SafeDeposits cannot be held liable for the monies lost. If the monies can be returned by the bank to SafeDeposits, the timescale for payment to the tenant(s) is again subject to the timescale of the bank making payment to SafeDeposits.



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