A guide to the end of tenancy claim process
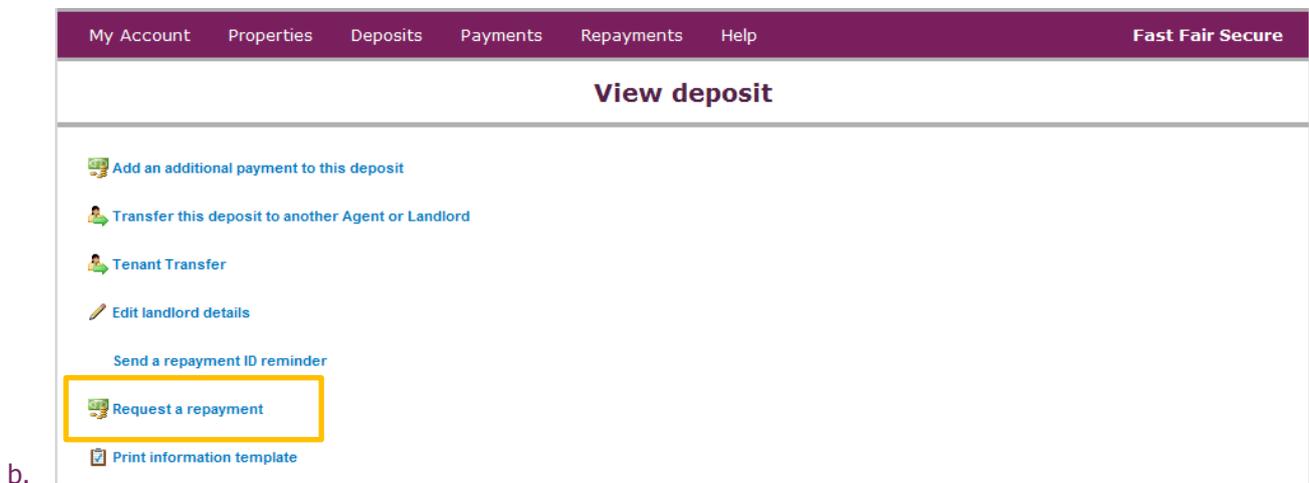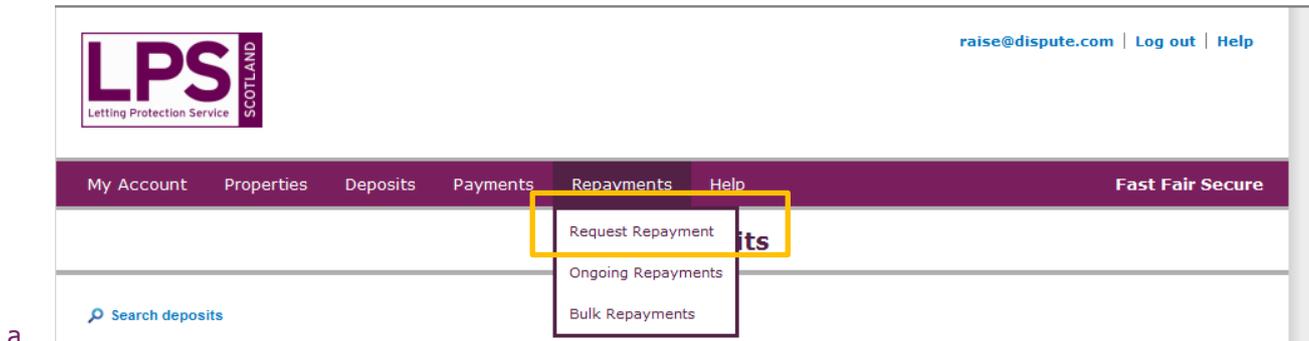
Initiating a claim in 6 simple steps

Step 1

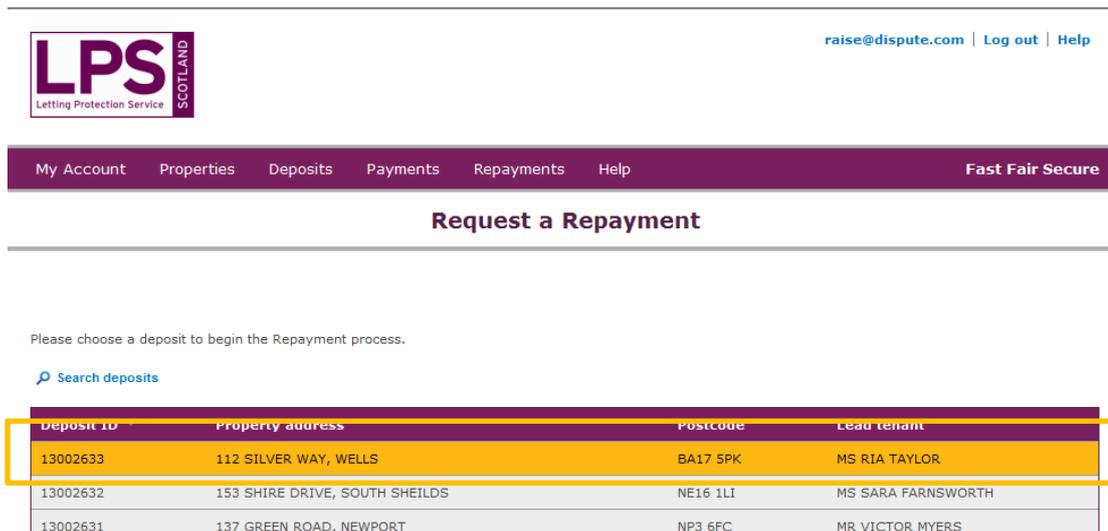## Initiating a Claim

Go to either a. **Repayments > Request Repayment** or b. **Deposits > View Deposit** and select **Request a Repayment**

a.

b.

Step 2

Choosing your deposit

Click on the deposit you wish to initiate a claim or raise a dispute on

When you have chosen your deposit it will be highlighted in yellow

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raise@dispute.com | Log out | Help

| My Account | Properties | Deposits | Payments | Repayments | Help | | Fast Fair Secure |

Request a Repayment

Tenancy details

Property address	112 SILVER WAY WELLS BA17 5PK
Tenancy start date	09 June 2014
Period of tenancy	12 Months
Monthly rental amount	£900.00
Deposit paid	£900.00
Date deposit paid	09 June 2014
Date deposit paid	09 June 2014

Tenant details

| Lead tenant name | RIA TAYLOR |
| Email address | RIA********************* |

Cancel   Previous   Next   **Click Next**

Step 3

Requesting a Repayment

To request to retain an amount of the deposit click on '**Add an amount to deduct**'

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Request a Repayment

Deposit 13002633 - MS RIA TAYLOR - 112 SILVER WAY, WELLS, BA17 5PK

Step 1 of 4: Repayment Details

| Repayment Details | Landlord Payment | Tenant Details | Review |

Please enter any amounts you would like to deduct and the reason(s) for each part of the claim. The current deposit amount takes into account any previous repayments. We will contact the lead tenant and ask if they agree with your proposal. Any undisputed amount will then be returned to the tenant(s).

Deposit Value	£900.00	
Amount to be deducted by the agent/landlord	£0.00	Add an amount to deduct
Amount to be returned to the tenant(s)	£900.00	

| Tenancy End Date | 9 ▾ Jun ▾ 2014 ▾ |

Cancel   Next

Select 'Add an amount to deduct' if you wish to retain part/all of the deposit.

If no amount is to be deducted please click 'Next'.

Please note, your claim(s) may exceed the deposit amount, however, in the event of a dispute the Adjudicator can only make an award up to the deposit amount.

This can be amended at a later stage

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Enter the deduction amount and a reason from the drop down menu. Once selected you will be able to enter further details about the reasons for this claim and click **Apply.**

Once you have selected all of your reasons and entered the FULL amount you wish to claim. Please review and click '**Next'**

Step 4

Enter *YOUR* bank account details and click '**Next'**

Step 5

Enter a forwarding address if applicable for the lead tenant and click '**Next**'

Step 6

Review your repayment request and enter your repayment ID. Click '**Finish**' to complete

| Missing items | -£250.00 |
| Amount to be returned to the tenant(s) | £0.00 |

Agent/Landlord Summary

| Amount Due | £900.00 |
| Payment Method | Direct Payment to Bank Account |

Confirm Repayment Details

To accept the details of this claim, please enter your Repayment ID in the box below.

Repayment ID *   •••••   Enter Repayment ID

Cancel   Previous   Finish

Request a Repayment

🔑 **Deposit 13002633 - MS RIA TAYLOR - 112 SILVER WAY, WELLS, BA17 5PK** ?

? What happens next?

- We will now ask the lead tenant whether they agree with the repayment amount(s) you have suggested. Once we have their decision we'll let you know.
- If the lead tenant agrees, the deposit will be repaid within 5 working days.
- However, if the lead tenant does not agree, the deposit status will change to **"Disputed Claim"** and they will be asked to decide how much of the deposit is in dispute and whether they agree to use the Alternative Dispute Resolution (ADR) service to resolve the dispute.
- We will contact you once we have received a response and inform you of the next steps in the repayment process.
- If we do not receive a response from the tenant(s) within 30 working days, the deposit will be repaid in accordance with your repayment request.

Thank you for using **The LPS Scotland**.

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