

## Best Practice in Deposit Protection for Landlords

**Some useful things to remember when submitting, managing and claiming a deposit:**

### Repayment IDs

- › Keep any deposit confirmation letters / emails from The LPS Scotland as they include the Repayment IDs which both Landlord and Tenant will need at the end of the tenancy in order to repay the deposit.
- › Remember to ensure this message is passed on to Tenants.
- › Landlords and Tenants must engage in the repayment process and be aware when the other party has made a claim, failure to respond will result in monies being paid to the other party.
- › The repayment process must be completed between the Landlord and the Tenant - The LPS Scotland will not monitor this process.

### Direct Bank Transfer

Direct Bank Transfer (DBT) is the quickest and easiest way to pay. When you pay by DBT, we will endeavour to automatically allocate any funds received to your deposit(s). If, however, the funds received do not match the amount expected you will need to manually allocate the funds yourself - if funds are not allocated correctly, the deposit(s) will not be protected!

### Online Repayment Claims

- › The online repayment process is quick and easy to use
- › Agreement to use Alternative Dispute Resolution (ADR) can be made online by the tenant

### Rejected Cheques

Common errors are:

- › cheques not made payable to 'The The Letting Protection Service Scotland';
- › cheques not signed;
- › multiple cheques against a single deposit - The LPS Scotland will not accept this; in some cases one or more of the cheques may bounce and a deposit will be incomplete.

### Tenants' email addresses/mobile phone numbers

- › The Landlord must ensure that a valid email address or mobile phone number is taken from the Tenant, as this information is required when submitting deposits online.