

HOW DISPUTES ARE HANDLED (ONLINE)

A GUIDE TO OUR ONLINE ALTERNATIVE DISPUTE RESOLUTION (ADR) PROCESS

ABOUT THE LPS SCOTLAND

All private landlords and letting agents taking deposits for tenancies in Scotland must safeguard them with a Government approved tenancy deposit protection scheme.

Whether you're a tenant or a landlord, the legislation affects you. But don't worry...

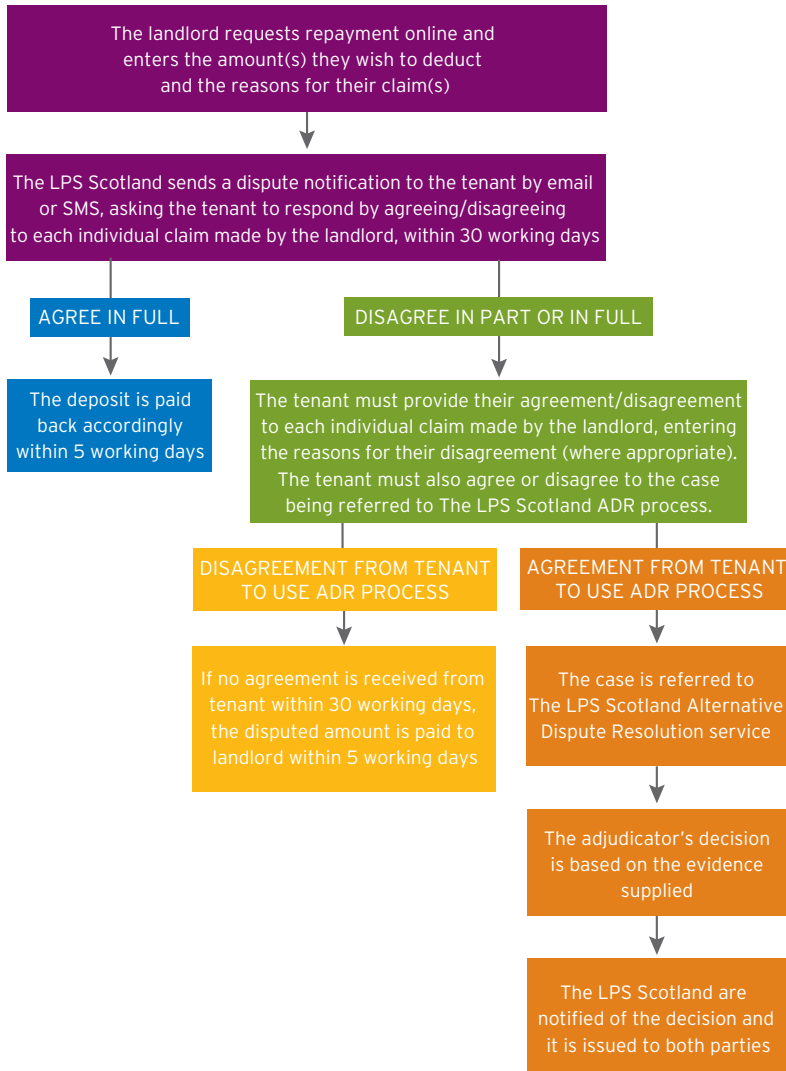
The Letting Protection Service Scotland (The LPS Scotland) is open to all. The service is completely free to use and is run by a company with over ten years' experience of running a deposit protection scheme. Both landlords and tenants can manage their accounts 100% online or by using traditional postal methods, from registration to repayment. You can be assured that your deposits are secure when using The LPS Scotland, as all funds are afforded client money protection and are strictly segregated from other assets.

For more information about The LPS Scotland, please visit www.lettingprotectionscotland.com



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A paper process is available for users who are not online. For more information about this process please see The LPS Scotland Alternative Dispute Resolution (ADR) process in 'Our Processes'

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HOW THE REVIEW PROCESS OF THE ADR SERVICE WORKS

