

Experience Matters





EXPERIENCE MATTERS

The Letting Protection Service Scotland (The LPS Scotland) is free to use and run by the only UK-based company with over 10 years' experience of running a similar custodial deposit protection scheme.

The Deposit Protection Service (The DPS) in England and Wales has been managed by Computershare on behalf of the Department of Communities and Local Government since 2007. As at March 2012 we have protected over 1.8m deposits in total amounting to over £1.4bn and successfully repaid over 1m deposits amounting to more than £776m.

OUR PRINCIPLES

The LPS Scotland's service is based on three key, unwavering principles: Fast, Free and Secure.

FAST

We are committed to delivering a simple, quick and accessible service that allows the protection and reclaim of deposits 24 hours a day, seven days a week. We work to maximise service standards for users, providing answers to queries within the shortest possible timescales.

Both landlords and tenants can choose to manage their accounts using our comprehensive website or by traditional postal methods - from initial registration to the repayment of the deposit. Our service is specifically designed to be an easy to use, straightforward process. We also operate a dedicated contact centre for phone enquiries.

FREE

The LPS Scotland is open to all landlords, letting agents and tenants, and is completely impartial and not linked to any industry or trade body.

Our free, independent Alternative Dispute Resolution (ADR) service, aims to resolve any disputes between landlords and tenants quickly (within 20 working days of the dispute papers being passed to the Adjudicator) and without the need for court action. As at March 2012 we have completed more than 14,000 adjudications.

SECURE

We ensure the protection of client deposits in accordance with The Financial Services Authority client money regulations, and undertake to protect client data rigorously to all required standards thus guaranteeing professional, assured deposit protection.

EDINBURGH OFFICE

We have an office in Edinburgh where landlords and tenants can drop off forms. If necessary, the office will also offer a counter service for general enquiries.

THE REGISTRATION PROCESS

Landlords and letting agents can choose to register with The LPS Scotland via our website or by telephoning us. Whatever choice they make, they will need to supply the following information:

- › Address
- › Phone Number
- › Email address (online only)
- › Security details (online only).

They will then be issued with their unique ID number.

Once registration is complete:

Online

- › Landlords / letting agents will receive a confirmation email which they'll need to respond to in order to activate the registration
- › All transactions can be completed online.

Phone

- › A registration pack will be sent to the landlord by second class post within 24 hours of completing a registration
- › The registration pack includes some deposit submission forms and explanatory scheme information.

SUBMITTING A DEPOSIT

Landlords and lettings agents can choose to submit deposits via our website or in paper form. Whichever way they choose the following information will need to be supplied:

- › Deposit details
- › Tenancy address
- › Tenant details
- › Local Authority registration status (LA number if applicable)
- › Landlord details (letting agents only).

Payment

- › Deposits can be paid online by direct bank transfer and debit card or by cheque
- › Once a deposit has been secured, confirmation will be issued to landlord / letting agent and tenant(s) which will include their unique repayment IDs for use at the end of the tenancy.

MANAGING ACCOUNTS

Account information can be accessed either by contacting our contact centre or via our website which is available 24/7. Online accounts allow landlords and agents to:

- › View all the deposits that they have safeguarded with The LPS Scotland
- › Submit new deposits
- › Add payments to existing deposits
- › Request repayment of a deposit at the end of a tenancy
- › Make enquiries.

Once their deposit is protected, tenants can use our website to:

- › View their deposit
- › Update their email address and forwarding address details
- › Request or respond to a repayment at the end of the tenancy
- › Make enquiries.

Our contact centre is available Monday to Friday 8.30am - 5.30pm to assist tenants and landlords / letting agents with:

- › Reviewing all the deposits that they have safeguarded with The LPS Scotland
- › Requesting forms to submit new deposits
- › Requesting forms to add payments to existing deposits
- › Requesting forms for repayment of a deposit at the end of a tenancy
- › Requesting repayment ID reminders
- › Dealing with enquiries.

REQUESTING PAYMENTS

At the end of a tenancy, both parties need to agree how the deposit should be repaid. Landlords, agents and tenants can all request the repayment of a deposit to the appropriate parties at the end of a tenancy by following a simple process:

Landlords / letting Agents:

- › Can log into their account online or request a form by phone from the contact centre.

Tenants:

- › Can log into their deposit online or request a form by phone from the contact centre.

Once started, notification will be issued by us to the other party. Once we have received confirmation of agreement from the other party (either online or via post) we will issue payment within five working days.

ALTERNATIVE DISPUTE RESOLUTION - THE ONLINE PROCESS

If an agreement cannot be reached, the tenant must agree or disagree to use the Alternative Dispute Resolution (ADR) service. It is in the best interests of all parties to agree how the deposit is to be repaid so that everyone receives the funds due to them as quickly as possible.

The ADR Service:

- > If the deposit is in dispute but the tenant does not agree to use ADR, they have 30 days in which to come to agreement with the landlord / agent, after which the landlord / agent will be paid the amount disputed within five working days. During this period the tenant can decide to use the ADR service at any time, or recover the deposit through the courts.
- > If the tenant agrees to use The LPS Scotland's ADR service, The LPS Scotland sends an evidence request to the landlord / agent and tenant by email or SMS (tenant only). Any supporting evidence must be returned within 10 working days.
- > The evidence is examined by an LPS Scotland Adjudicator.
- > The Adjudicator's decision is based solely on the evidence supplied.
- > Both parties are notified of the decision and have 10 working days to request a review. This can only be on the basis that the Adjudicator has erred in either fact or law.
- > If a review is not requested, deposit monies will be released within five working days in accordance with the decision.
- > If a review request is received and accepted, an Adjudicator who was not involved in the original decision will re-adjudicate. The decision issued will then be final.
- > Deposit monies will be released within five working days of the final decision being made.
- > If either the landlord or tenant remains unsatisfied with the decision they can raise legal proceedings against the other party.
- > A paper process is available to users who are not online. For more information please see The LPS Scotland Alternative Dispute Resolution (ADR) process document in 'Our Processes'.

Find out more

If you are a landlord or letting agent, please visit www.lettingprotectionscotland.com now, where you can:

- > read further information about complying with the legislation
- > learn how The LPS Scotland works
- > sign up to the service, to receive regular news updates and information on forthcoming events
- > start to submit deposits.

If you are a tenant, you can visit the site to:

- > learn more about the legislation
- > review or amend your contact details.

Remember, The LPS Scotland is open to everyone - learn more about the fast, free, secure service we provide by logging on to: www.lettingprotectionscotland.com

You can also read our blog www.lpsscotlandblog.com and follow us on twitter www.twitter.com/lps_scotland

