

A guide to the end of tenancy claim process

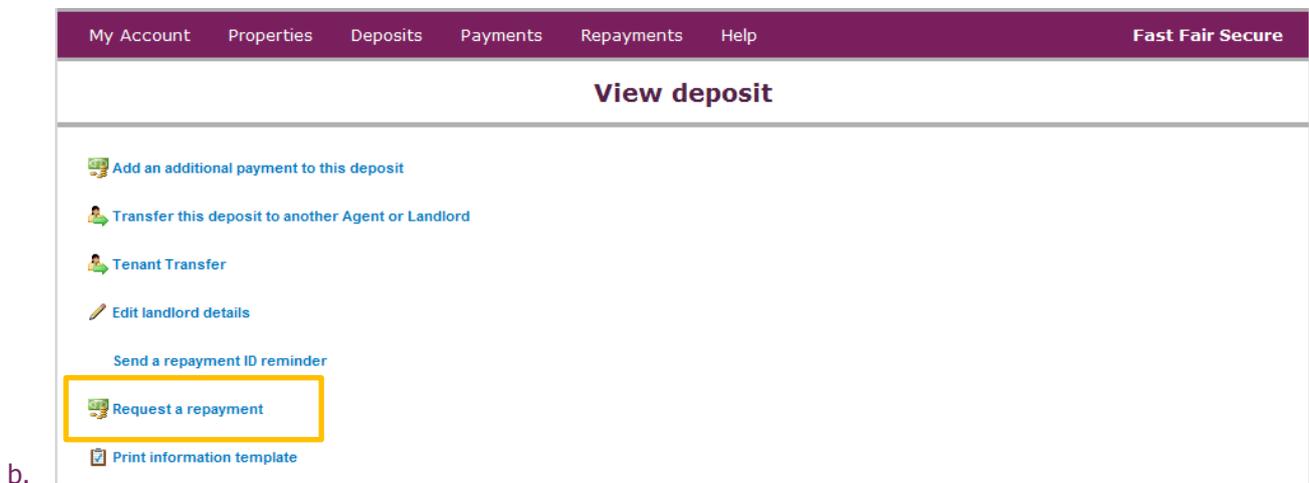
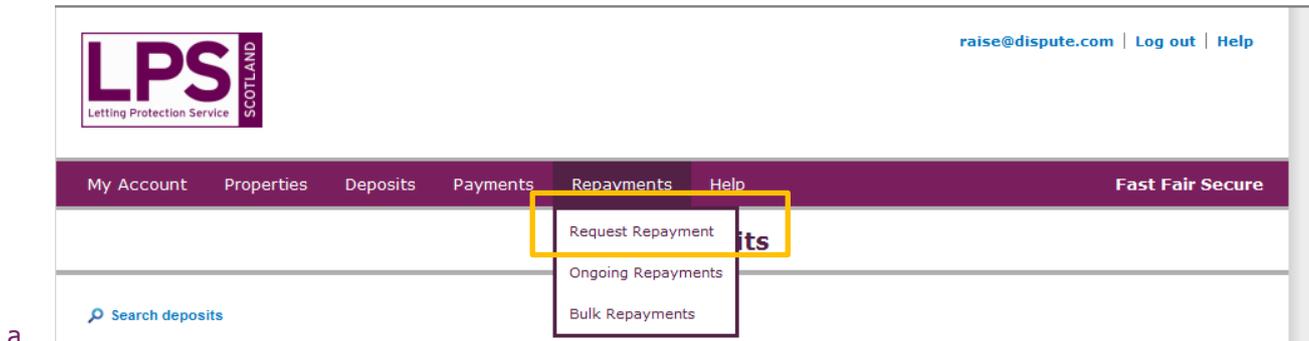
Initiating a claim in 6 simple steps



Step 1

Initiating a Claim

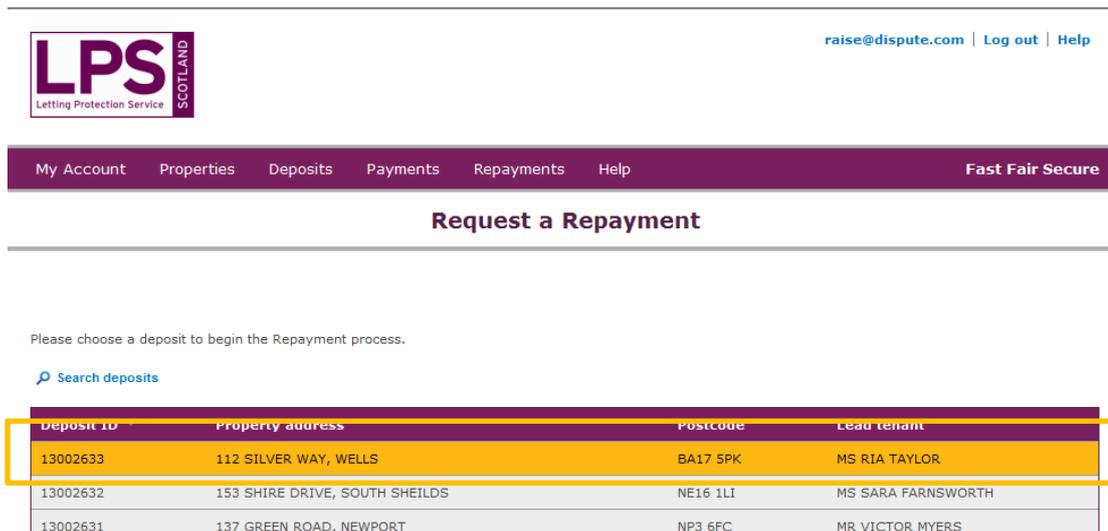
Go to either **a. Repayments > Request Repayment** or **b. Deposits > View Deposit** and select **Request a Repayment**



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

Request a Repayment

<div style="border: 1px solid #ccc; padding: 5px;"> Tenancy details <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Property address</td> <td>112 SILVER WAY WELLS BA17 5PK</td> </tr> <tr> <td>Tenancy start date</td> <td>09 June 2014</td> </tr> <tr> <td>Period of tenancy</td> <td>12 Months</td> </tr> <tr> <td>Monthly rental amount</td> <td>£900.00</td> </tr> <tr> <td>Deposit paid</td> <td>£900.00</td> </tr> <tr> <td>Date deposit paid</td> <td>09 June 2014</td> </tr> <tr> <td>Date deposit paid</td> <td>09 June 2014</td> </tr> </table> </div>	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	<div style="border: 1px solid #ccc; padding: 5px;"> Tenant details <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Lead tenant name</td> <td>RIA TAYLOR</td> </tr> <tr> <td>Email address</td> <td>RIA*****</td> </tr> </table> </div>	Lead tenant name	RIA TAYLOR	Email address	RIA*****
Property address	112 SILVER WAY WELLS BA17 5PK																		
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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'**

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

This can be amended at a later stage

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.

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**.

Add A Deduction

Please enter an amount you would like to deduct from this deposit. You may submit claims under different categories e.g. cleaning, rent arrears, damages etc.

Amount * 100.00 ← Enter Amount

Reason * Cleaning ← Choose deduction reason

⚠ Please note, anything you enter here will be visible to the Tenants and The LPS Scotland.

Please give clear and concise details about the reason for this claim *

£30.00 for cleaning the lounge carpet due to a stain next to the window, £30.00 for professional oven clean, £30.00 for cleaning windows both inside and out, £10.00 to remove rubbish from garden. |

Apply Cancel

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

Deposit Value	£900.00	
Amount to be deducted by the agent/landlord	£900.00	Add an amount to deduct
Utilities/Outstanding bills	-£300.00	Edit Remove
Rent arrears	-£600.00	Edit Remove
Missing items	-£250.00	Edit Remove
Amount to be returned to the tenant(s)	£0.00	

Tenancy End Date: 9 Jun 2014

Cancel Next

Step 4

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

Request a Repayment

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

Step 2 of 4: Landlord Payment

Repayment Details	Landlord Payment	Tenant Details	Review
Payment Summary Deposit amount £900.00 Amount to be deducted by the agent / landlord £900.00 Amount to be returned to the tenant(s) £0.00 Disputed amount £0.00		Payment Method <input checked="" type="radio"/> Pay by direct credit into a UK bank / building society account <input type="radio"/> I do not hold a UK bank / building society account Amount Due £900.00 Sort Code * <input type="text" value="16"/> <input type="text" value="08"/> <input type="text" value="10"/> Account Number * <input type="text" value="10000122"/> Roll Number <input type="text"/>	

[Cancel](#) [Previous](#) [Next](#)

Approved by:

Step 5

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

RIA TAYLOR - Forwarding Address

If this tenant has already moved out and has left you a forwarding address, please enter it below. If you **do not** have their forwarding address or if they are still living at the rental property, please leave this section empty.

Postcode	<input type="text" value="BS99 6AA"/> Search
	The Deposit Protection Service Select
Address *	<input type="text" value="The Deposit Protection S"/> <input type="text" value="The Pavilions"/> <input type="text" value="Bridgwater Road"/>
Town *	<input type="text" value="BRISTOL"/>
County	<input type="text"/>
Country *	<input type="text" value="United Kingdom"/>

[Cancel](#) [Previous](#) [Next](#)

Step 6

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


raise@dispute.com | [Log out](#) | [Help](#)

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Request a Repayment

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

Step 4 of 4: Review

Repayment Details	Landlord Payment	Tenant Details	Review
Repayment Summary			
Deposit Value		£900.00	
Amount to be deducted by the agent/landlord		£900.00	
Utilities/Outstanding bills	The comments can be viewed by selecting the folder icon		-£50.00 
Rent arrears			-£600.00 

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**.

