

# THE LETTING PROTECTION SERVICE SCOTLAND

## A TENANT'S GUIDE



## Your landlord/letting agent's responsibilities

If you are renting a property, then you probably will have been asked to pay a tenancy deposit. All tenancy deposits received by landlords and letting agents must be protected in a Scottish Government approved tenancy deposit protection scheme.

The LPS Scotland is a custodial scheme that has been approved by the Scottish Government. We require that the money you paid to your landlord/letting agent is physically paid over to us to safeguard for the duration of the tenancy. The deposit will be repaid at the end of the tenancy when both parties have reached agreement on its distribution.

## How does The LPS Scotland work?

You pay your deposit to your landlord/letting agent



Your landlord/letting agent must pay the deposit over to The LPS Scotland within 30 working days of the beginning of the tenancy and provide us with the tenancy details and your contact details. They also have a legal requirement to provide you with certain information about the tenancy - full details can be found on our website.

Supplying your mobile phone number and/or email address to your landlord/letting agent is essential.



On receipt of the deposit, we will contact you and your landlord/letting agent to confirm that your deposit is protected. You will also be issued with your unique Repayment ID number. This is five digits long and must be kept somewhere safe as you will need this to request repayment of your deposit from us at the end of your tenancy.

## **Your responsibilities: updating your details**

Your landlord or letting agent will register your details with us, so make sure they have your up-to-date details, most importantly your mobile phone number and/or email address.

If you change your mobile phone number or email address during your tenancy, please make sure you contact The LPS Scotland to update us with this information. It is your responsibility to do so and will enable us to make the deposit repayment process as efficient as possible.

**In addition when you move out please ensure that The LPS Scotland has your new forwarding address. It is important that you update the system with this address as your landlord/agent cannot do it for you.**

## **You can update your contact details in one of four ways:**

### **ONLINE**

By logging into the deposit at  
[www.lettingprotectionscotland.com](http://www.lettingprotectionscotland.com)



### **VIA THE FREQUENTLY ASKED QUESTIONS AT**

[www.lettingprotectionscotland.com/help](http://www.lettingprotectionscotland.com/help)



### **IN WRITING**

The LPS Scotland  
The Pavilions  
Bridgwater Road  
Bristol  
BS99 6BN



### **BY TELEPHONE**

0330 303 0031



### Landlords and Tenants: the repayment process

At the end of your tenancy, you and your landlord/letting agent need to agree who is entitled to the deposit. Once this has been decided, you can let us know.

We need to hear from both you and your landlord/letting agent before we will make any repayment. You must complete the online Deposit Repayment process, providing us with your unique Repayment ID number.

#### Helpful hint

Remember that everything can be done online. This helps to make the repayment process as quick and easy as possible. Once an online account is set up both parties can:

- > Update their own contact details
- > Submit a Deposit Repayment request
- > Start the ADR process.



### What happens if we can't agree on how the deposit is repaid?

The LPS Scotland run an independent Alternative Dispute Resolution (ADR) service which aims to resolve any dispute quickly and without the need for court action. It is an evidence-based adjudication service.

**Want to find out more? Visit [www.lettingprotectionscotland.com](http://www.lettingprotectionscotland.com)**