



**SafeDeposits
Scotland**

Your deposit

Information for people whose deposit is held by SafeDeposits



Welcome to SafeDeposits



Your landlord or letting agent has transferred the money you paid as a deposit on your new home to us. We're SafeDeposits Scotland, a free tenancy deposit scheme to keep your money safe.

You need this information to claim your deposit back after you move out, so please read it carefully and keep it safe.

Your deposit



You paid a deposit as a promise you will follow the terms of your tenancy agreement.

The law says your landlord or agent must:

- Transfer your deposit to a scheme like ours; and
- Tell you the reasons why they might keep some or all of your deposit when you move out.

You can expect your deposit to be repaid to you, if you follow the terms of the tenancy agreement you signed.

What to do now



- Keep this leaflet and log in details for our website somewhere safe;
- Tell your landlord or agent in writing if anything in the property is dirty, broken or worn out. You should also update the inventory if possible.

When things change



- Tell your landlord or agent in writing if anything breaks, gets lost or damaged or stops working;
- Log in at:
www.SafeDepositsScotland.com/repayment to update your details if you change your mobile number or email address.

Before you move out



- Check to make sure you've followed all of the terms of your tenancy agreement;
- Speak to your landlord or agent to agree how much of the deposit should be repaid to you.

Claiming your deposit back

After you've moved out, log in at:

www.SafeDepositsScotland.com/repayment
to:

- Enter a repayment request; or
- Add your bank details.

The request will confirm if you want the full deposit repaid to you and the other tenants or if any should be paid to the landlord or agent.

We'll email your landlord or agent to ask if they agree or disagree.

If the landlord or agent agrees, we'll repay the deposit in five working days.

If the lead tenant doesn't start the process, the landlord or agent can enter a repayment request first.

Joint tenancies

Your deposit protection certificate names one person as a lead tenant. The lead tenant is responsible for entering or responding to a request.

If you're not the lead tenant, you still need to log in to our website to add your bank details.

Disagreements

If your landlord or agent wants to keep some or all of the deposit for reasons you think are unfair, you can refer the repayment to our adjudication service. This means we'll ask you and your landlord or agent for further information about the tenancy. An impartial person will decide what repayment is fair based on that information.

- You'll be able to see what information the landlord or agent provides;
- You'll be asked to provide information as evidence.

You can find out more about our adjudication service, including the type of evidence we look for, on our website.

Get in touch



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SafeDeposits

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