



Information for tenants, landlords and agents, to be read alongside Deposit Protection Certificate

A Deposit Protection Certificate is sent to the landlord, agent (if there is one) and tenants(s) after we receive the deposit. We will write to confirm that the deposit for this tenancy has been protected with SafeDeposits. This means that you/your agent has registered with SafeDeposits and paid the deposit to us. We will hold it in a client account, separate from other money, which means it is kept safe throughout the tenancy.

What is SafeDeposits?

SafeDeposits is a Tenancy Deposit Protection Scheme approved by the Scottish Ministers. Our scheme ensures that tenancy deposits are securely held and protected, and that disputes about their return are resolved quickly, cheaply and fairly when the tenancy ends. SafeDeposits is free to use (including the Alternative Dispute Resolution process).

Your Deposit Protection Certificate

We will send all parties a Deposit Protection Certificate. Please check it to make sure that the information it gives is correct. If anything is wrong, please contact us to let us know. You can complete an online enquiry form at www.safedepositsscotland.com, email us at info@safedepositsscotland.com, or call us on 03333 213 136.

The Deposit Protection Certificate tells you:

- The Deposit Account Number (DAN) – this number identifies the deposit for the tenancy. You can use it online, or in other communications with us, to check the status of your deposit, and to check the progress of the return of the deposit, or any dispute about it, when the tenancy ends;
- The amount of the deposit;
- The date we received the deposit;
- The address of the property to which the tenancy deposit relates;
- The name address and contact details of the landlord and their agent, if applicable;
- The names of all the tenants, including the lead tenant, if applicable.

The Landlord's duty to provide information to the Tenant

The Tenancy Deposit Schemes (Scotland) Regulations 2011 require the landlord to provide the tenant with particular information about the tenancy and the deposit within 30 working days of paying the deposit to a scheme. SafeDeposits Scotland has produced a template for this information, available either as a download from our website, or as in integrated form which can be pre-populated by information already given as part of registering the deposit, then printed out by the landlord to give to their tenant(s). All tenants on the tenancy agreement should be given a copy.

Failure to give tenant(s) this information could lead to the landlord being ordered to pay up to three times the amount of the deposit to the tenant(s).

What happens next?

If you receive the Deposit Protection Certificate by post, it means that we don't have an email address for you. If you would like to receive correspondence electronically, please contact us with your email address.

There is nothing further that you need to do once you have received the certificate (except for the landlord/agent to give the tenant(s) the prescribed information, explained above). We will keep hold of your deposit to make sure it is kept safe during the tenancy.

You only need to contact us during the tenancy if:

- any of the information on the Deposit Protection Certificate is incorrect;
- any of your contact details change.

What happens at the end of the tenancy?

When the tenancy ends, the tenant and landlord (including any agent acting on their behalf) can submit a Proposal for Deposit Repayment to SafeDeposits stating how the deposit is to be paid out.

SafeDeposits will write to the landlord/agent or tenant as appropriate, asking them to confirm whether they agree or dispute the claim made for the deposit. Where the landlord and tenant agree how all or part of the deposit is to be repaid, it will be paid out within 5 working days of SafeDeposits receiving confirmation of the agreement between the parties. The return of the deposit will take longer where the amount is disputed, or the landlord/agent or tenant cannot be contacted, or do not cooperate. Any dispute regarding the repayment of all or part of the deposit will be dealt with in accordance with the SafeDeposits Scheme Rules.

Your Deposit Repayment Number (DRN)

The tenant and landlord (only if they are using an agent) will be given a Deposit Repayment Number, a unique reference number that you need to claim repayment of the deposit at the end of the tenancy.

Please make sure that you keep it safe and do not give it to anyone else.

Agents and landlords not using an agent will not get a DRN – they have a PIN instead, which they can use to manage all their deposits. Again, please make sure that you keep it safe and do not give it to anyone else.

If you do lose your Deposit Repayment Number you can request a reminder of it:

- by completing an online Enquiry Form, available through www.safedepositsscotland.com; or
- by telephoning the Safe Deposits Customer Contact Centre on 03333 213 136.

For more information about the Tenancy Deposit Regulations and how SafeDeposits can help you:

- go to our website www.safedepositsscotland.com
- or phone us on 03333 213 136