



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

HOW TO:

# RESPOND TO YOUR TENANT(S)' DEPOSIT ALLOCATION PROPOSAL VIA THE NEW TDS PORTAL



Printer-friendly





## STEP BY STEP

# IF A TENANT HAS RAISES A DEPOSIT ALLOCATION PROPOSAL

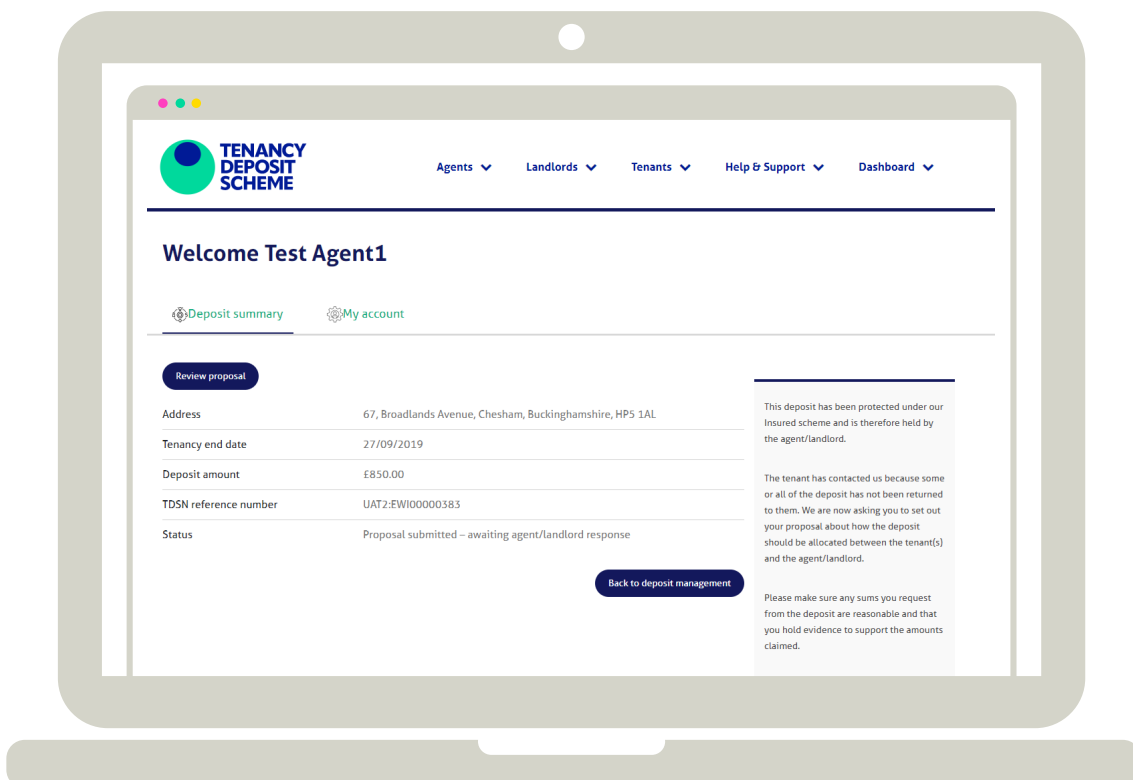
**If a tenant has raised a deposit allocation proposal, TDS Insured will ask you to access the relevant deposit through your account so that you can respond to the proposal.**

On your 'Deposit summary' page there will be two tabs at the top of the page – **Deposit Summary** and **My Account**.

When you select **Next Step** from the previous page, you'll automatically land on the 'Deposit summary' tab.

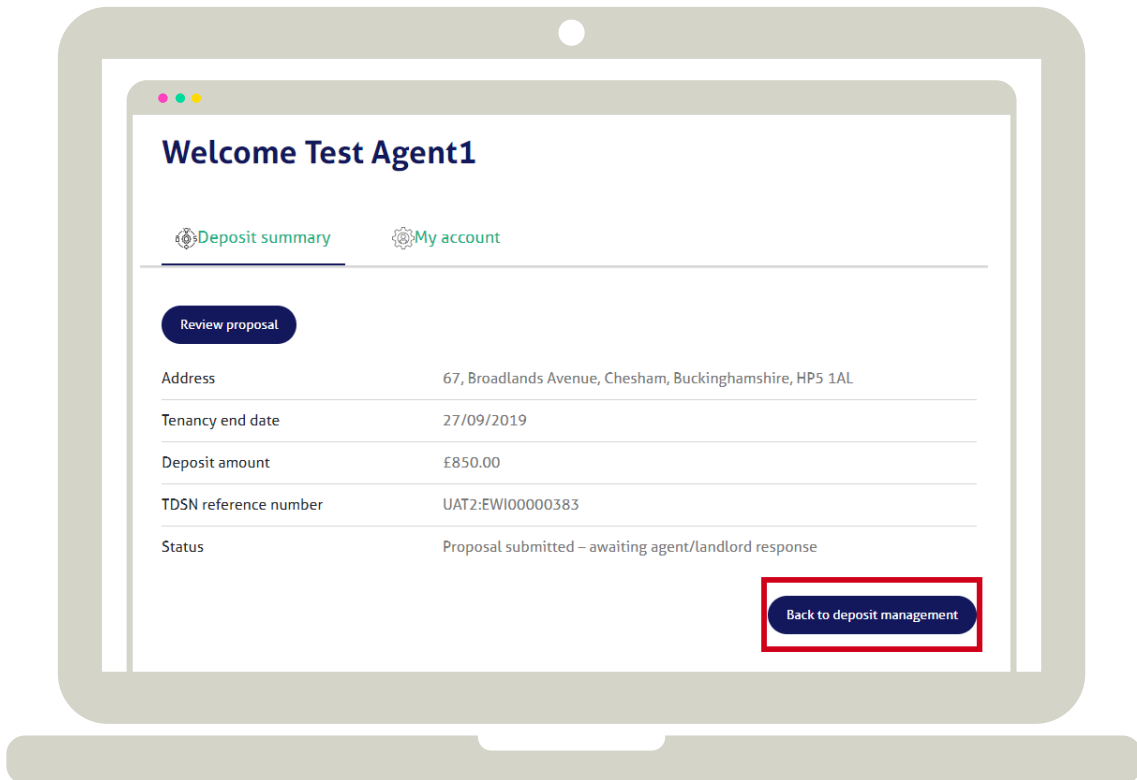
Select **Review Proposal** to review the tenant's application.

Here, you will be shown information relating to the tenancy.

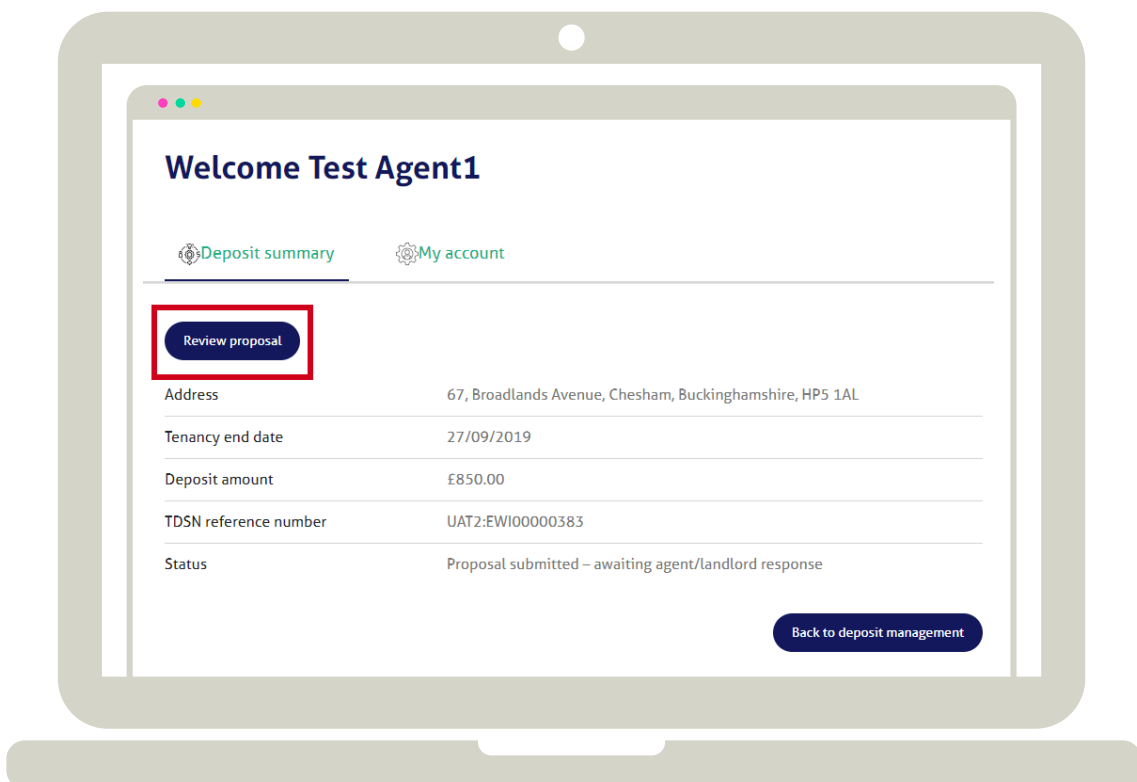




To return to your deposit management account,, select **Back to deposit management**.



Once you select **Review proposal** from the 'Deposit summary' page, you will be taken through to the deposit allocation journey.

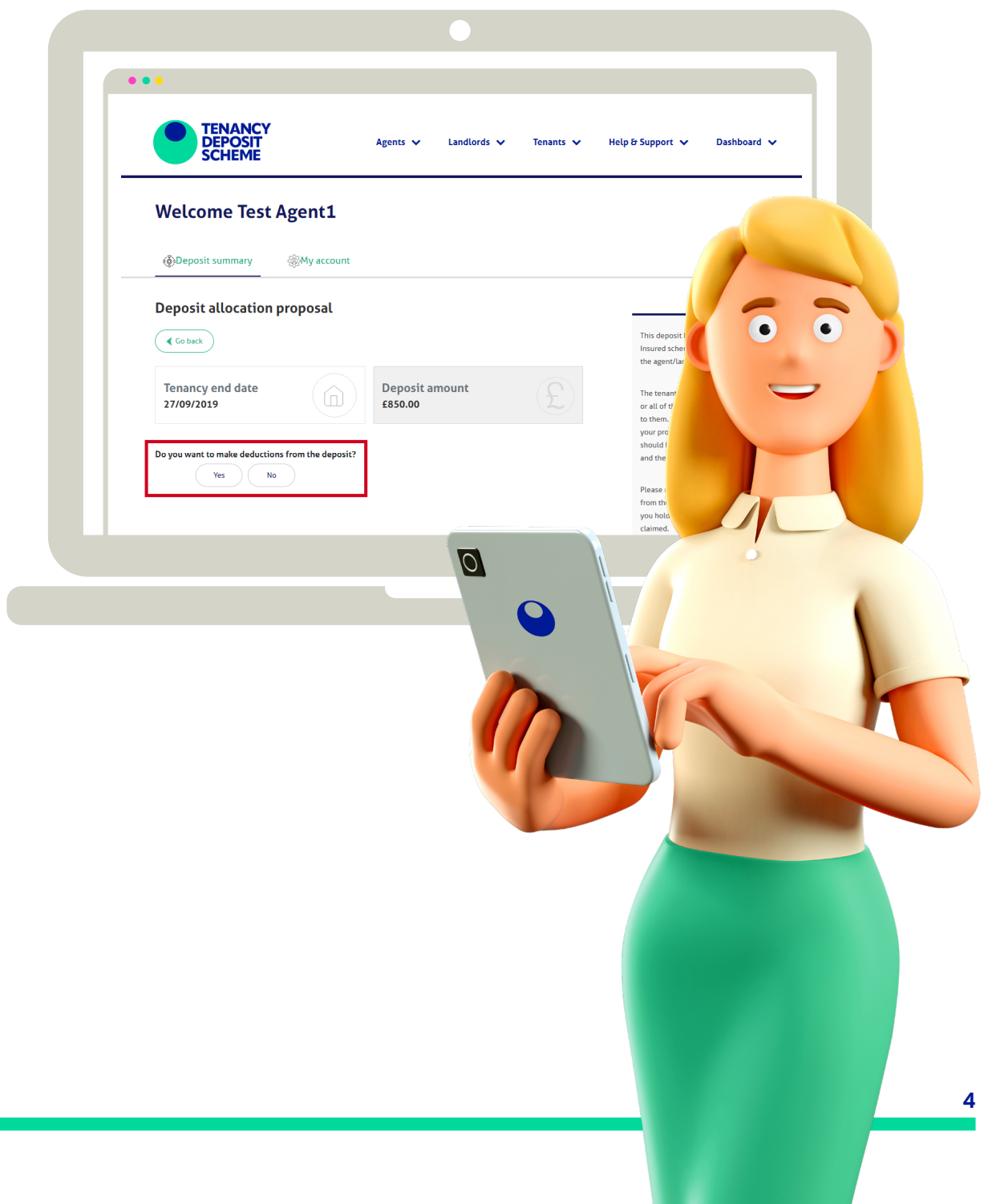




If you don't intend to make any deductions to the tenant(s)' deposit, please press **No**.

If you select **No**, we will warn you that we will advise the tenant(s) that you are not making any deductions to the deposit and that the repayment will be made by you, or the deposit holder, **within 5 working days**.

If you click **Submit**, we will confirm your submission, and we'll reach out to the tenant(s) to inform them that you will not be making any deductions to the deposit. We will also inform the tenant(s) that they should expect repayment of the deposit amount **within 5 working days**.

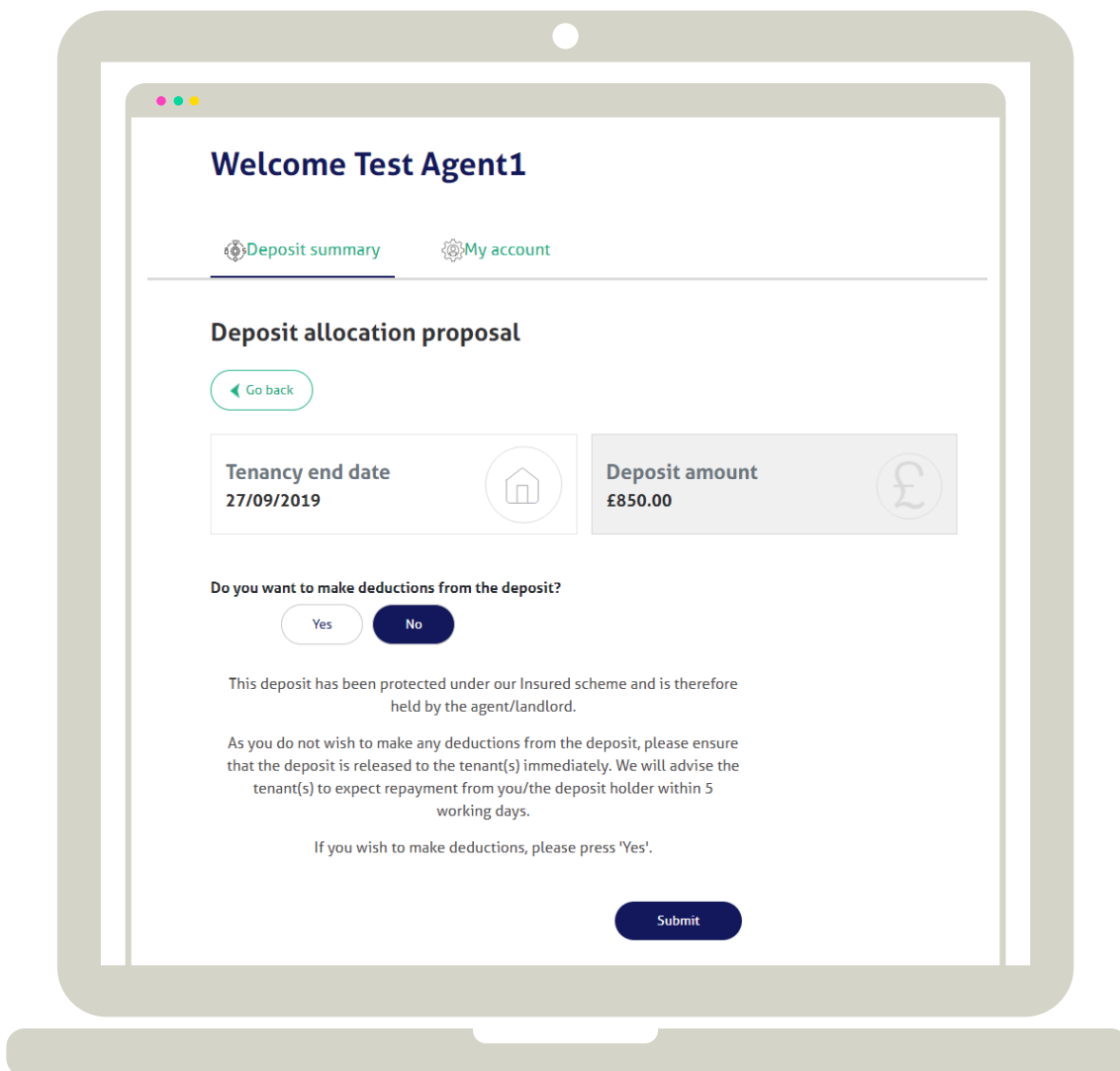




If you do not wish to make any deductions to the tenant(s)' deposit, please select **No**.

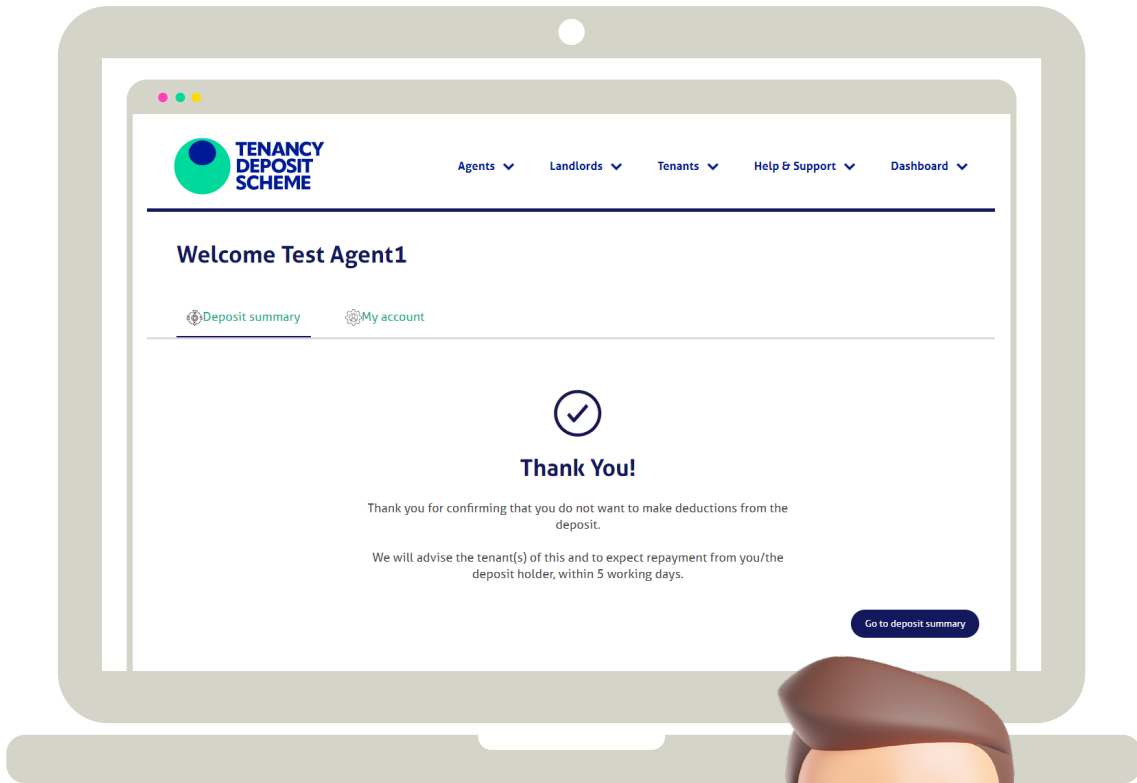
If you select **No** to this question, you'll be notified that we will advise the tenant(s) that you do not wish to make deductions from the deposit and that the repayment will be made by you, or the deposit holder, within **5 working days**.

Once you have read this message, you will need to confirm that there are no deductions being made from the deposit by clicking **Submit**.





Once you have confirmed that you do not wish to make deductions to the tenant(s)' deposit, you will **receive a confirmation message** to confirm that TDS Insured have received your submission.



Our team will contact the tenant(s) and will advise them that you **do not wish to make deductions from the deposit.**

We will also advise the tenant(s) to **expect the repayment** from you, or the deposit holder, within **5 working days.**

You should also contact the tenant(s) to let them know that the deposit amount will be released to them within **5 working days.**





If you do wish **to make deductions** to the tenant(s)' deposit, please select **Yes**.

You will be asked to confirm how much money has already been paid to the tenant(s). Any part of the deposit amount that has already been returned to the tenant(s) will not be considered if the case proceeds to adjudication.

**Deposit allocation proposal**

[Go back](#)

**Tenancy end date**  
27/09/2019

**Deposit amount**  
£850.00

**Do you want to make deductions from the deposit?**

Yes  No

Please enter in the fields below, how much of the deposit you agree to be paid to the tenant(s) and how much you wish to request using the claim items below.

The amounts you claim should include any amounts already agreed by the tenant(s).

The total of these amounts must match the amount protected with TDS Insured as shown above.

**Amount to tenant(s)**  
This should include any sums you have already returned to the tenant(s)

£0.00





If the deductions being claimed **exceed the total** deposit amount protected by TDS Insured, you will have the opportunity to **add further details** if the case proceeds to **adjudication**.

If you are planning on making any deductions to the tenant(s) deposit, you will be asked at this stage to **specify the categories** that your deductions fall under.

You will **NOT** be asked to provide any evidence for the deductions at this stage. TDS Insured will ask you to provide evidence for the deductions **if the case proceeds to adjudication**.

Amount claimed for:

**Cleaning**  
£0.00

**Damage**  
£0.00

**Redecoration**  
£0.00

**Gardening**  
£0.00

**Rent arrears**  
£0.00

**Other**  
£0.00

Amount of deposit to be paid to  
Test Agent1:  
£0.00

Continue





If you are claiming any amount under other, you will be asked to provide a brief explanation of the claim for 'Other'.

**This field is mandatory to complete.**

Amount claimed for:

**Cleaning**  
£0.00

**Damage**  
£0.00

**Redecoration**  
£0.00

**Gardening**  
£0.00

**Rent arrears**  
£50.00

**Other**  
£500.00

**Other text**  
Early Release Fee [£300.00]; Unpaid Utilities [£200.00]

**Amount of deposit to be paid to Test Agent1:**  
£550.00

Continue



Once you have completed your initial proposal, select **Continue** to review your proposal.

The screenshot shows a web form on a laptop screen. The form is titled 'Redecoration' and contains several input fields with the following values:

- Redecoration: £0.00
- Gardening: £150.00
- Rent arrears: £50.00
- Other: £500.00
- Other text: Early Release Fee [£300.00]; Unpaid Utilities [£200.00]
- Amount of deposit to be paid to Test Agent1: £850.00

A blue button labeled 'Continue' is located at the bottom right of the form and is highlighted with a red rectangular box.



Your proposal summary will feature:

- 1 The tenancy end date as entered by you
- 2 Any amount that you have already returned or will be returning to the tenant(s) as it is not being claimed
- 3 Any deductions that you wish to make to the tenant(s)' deposit

If you're happy with your proposal, select Submit to send your proposal to TDS.

**Deposit allocation proposal**

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Tenancy end date	27/09/2019
Deposit amount	£850.00
Amount to tenant(s)	£0.00
Amount to Test Agent1	£850.00
Cleaning	£50.00
Damage	£100.00
Gardening	£150.00
Rent arrears	£50.00
Other	£500.00
Other text	Early Release Fee [£300.00]; Unpaid Utilities [£200.00]

By clicking "Submit" you confirm that you wish to submit the deposit allocation proposal as set out above.

The amount you have claimed cannot be increased after you click "Submit", although you will be able to negotiate further about the deposit if the other party does not agree to your proposal.

[Submit](#)



A message will appear to tell you that you have **successfully submitted your deposit allocation** proposal to TDS.

If you'd like to review the proposal that you have submitted, select the **Go to deposit summary** button to head back to the deposit summary page.

