



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

HOW TO:

RESPOND TO YOUR TENANT DURING SELF-RESOLUTION TO REACH AN AGREEMENT



Printer-friendly





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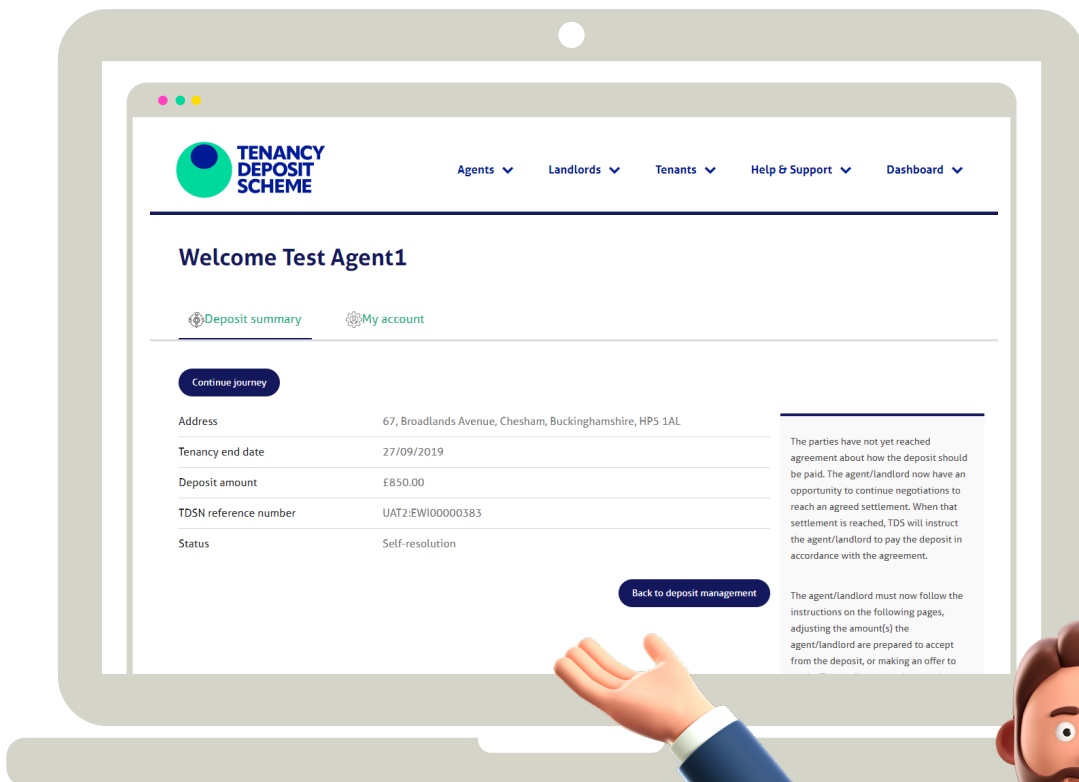


STEP BY STEP

SELF-RESOLUTION JOURNEY

If your tenant(s) disagree with your deposit allocation proposal, you may be asked to **engage with the tenant in self-resolution** to try and reach an agreement.

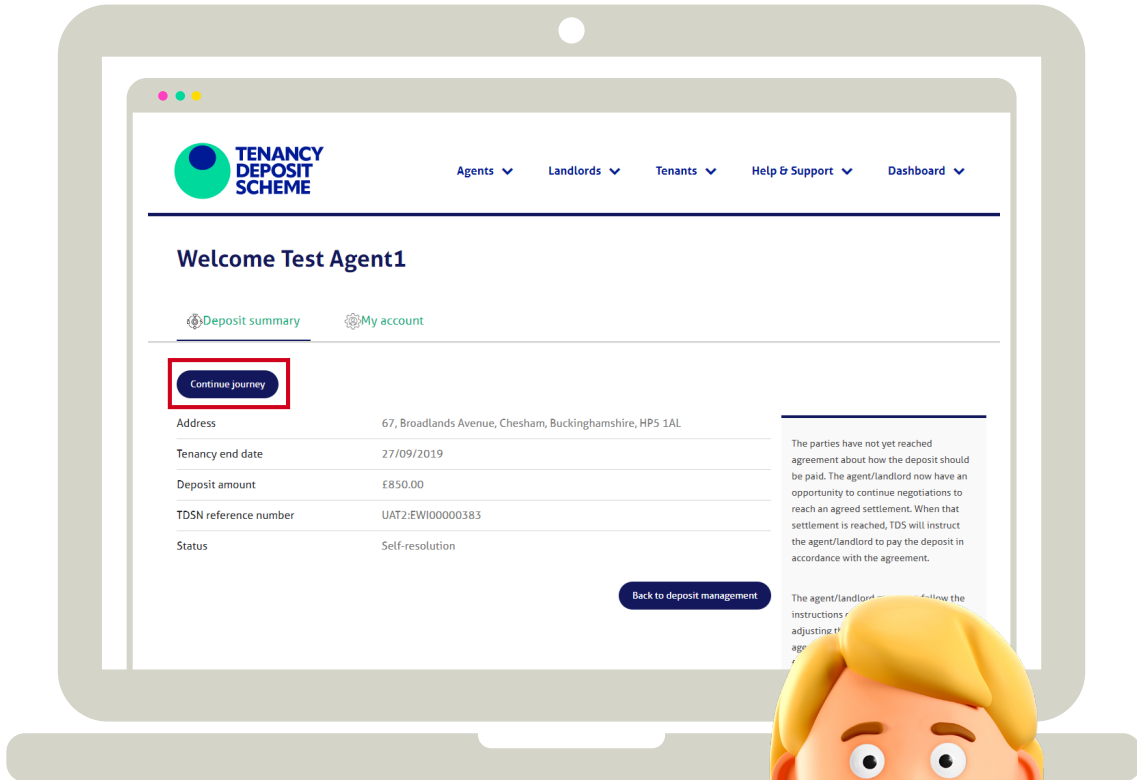
The initial negotiation period is 10 working days.





To continue to self-resolution, please select **Continue journey**.

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

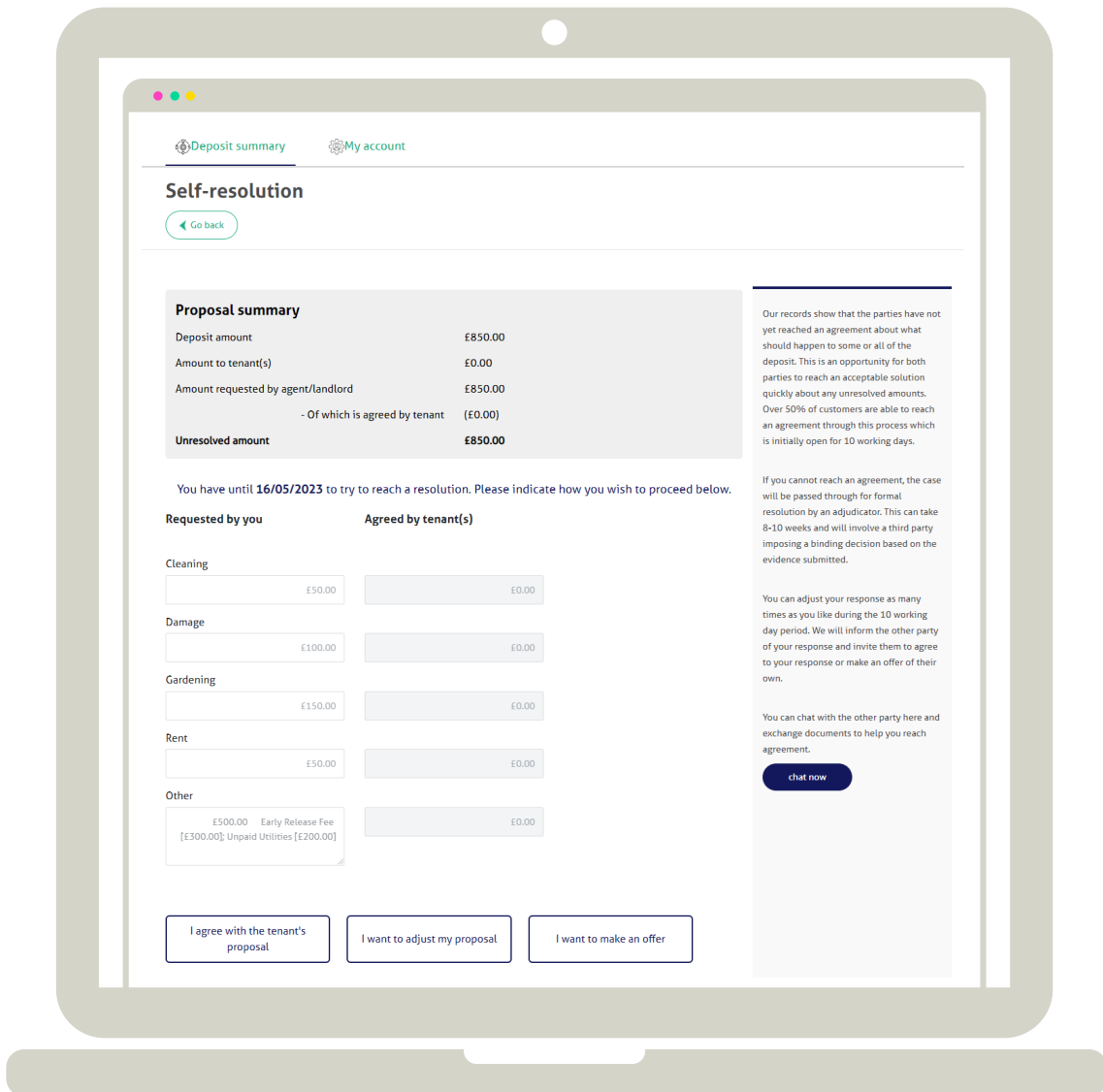




On the next page, you'll be shown a **summary of your proposal** to date.

If the tenant has agreed for any amount to be retained by the agent/landlord, this will be shown here.

You will also be shown the deadline that the parties have to reach a resolution.





You can adjust your proposal as many times as you like while the case is in self-resolution.

You will be asked to select one of the following options:

- 1 I agree with the tenant's proposal
- 2 I want to adjust my proposal
- 3 I want to make an offer

You have until **16/05/2023** to try to reach a resolution. Please indicate how you wish to proceed below.

Requested by you	Agreed by tenant(s)
Cleaning £50.00	£0.00
Damage £100.00	£0.00
Gardening £150.00	£0.00
Rent £50.00	£0.00
Other £500.00 Early Release Fee [£300.00]; Unpaid Utilities [£200.00]	£0.00

I agree with the tenant's proposal I want to adjust my proposal I want to make an offer



STEP BY STEP

AGREEMENT TO THE TENANT'S PROPOSAL

If you agree to the tenant's proposal, please select **I agree with the tenant's proposal**.

If you select this option, a confirmation message will appear asking you to confirm the amount that will be paid to the tenant.

Please note that this **does not** include any amount(s) that may have already been returned to the tenants prior to self-resolution.

The screenshot shows a web interface with three buttons at the top: "I agree with the tenant's proposal" (highlighted in dark blue), "I want to adjust my proposal", and "I want to make an offer". Below these is a confirmation box with the following text:

Based on your selection above, this is how the remaining deposit will be repaid:
This amount will include any sums already agreed by tenant(s)
Amount to be paid to agent/landlord

Based on your selection above, this is how the remaining deposit will be repaid:
This amount will include any sums already agreed by tenant(s)
Amount to be paid to agent/landlord
Amount to be paid to tenant(s)

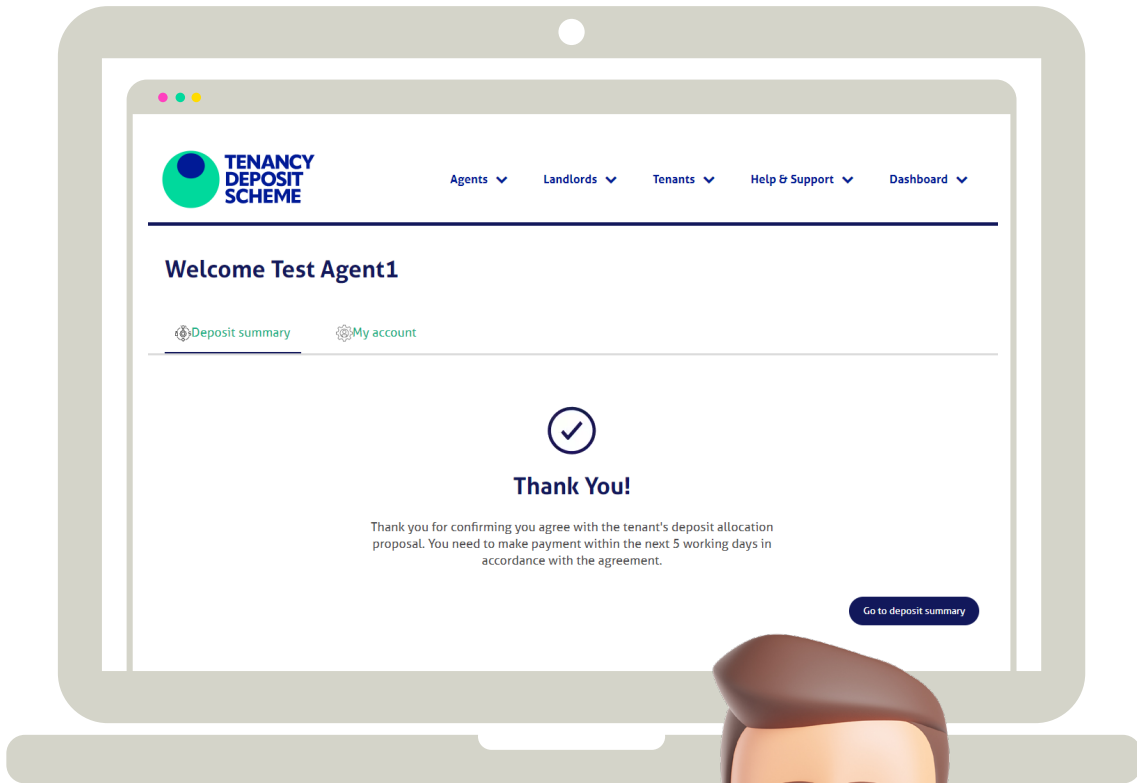
By clicking 'Submit', you confirm that you agree to the tenant's proposal.
We will advise the tenant(s) that you agree and to expect repayment from you within 5 working days in accordance with the rules of the scheme.

Submit



If you're happy with the tenant's proposal, select **Submit**.

Once you've submitted your agreement, you will be taken to a confirmation screen to **confirm that you have agreed to the tenant's proposal**.



You will need to pay the amount in line with the tenant's agreement within **5 working days** of the agreement. **TDS will contact the tenant(s)** to let them know you have agreed to their proposal and that payment will be made within **5 working days**.





STEP BY STEP

MAKING AN OFFER TO THE TENANT

If you want to make an offer to the tenant, select **I want to make an offer** from the self-resolution main page.

You will be asked to **input the amount that you are willing to accept** to be returned to you from the full deposit amount.

You have until **16/05/2023** to try to reach a resolution. Please indicate how you wish to proceed below.

Requested by you	Agreed by tenant(s)	
Cleaning £50.00	£0.00	100%
Damage £100.00	£0.00	100%
Gardening £150.00	£0.00	100%
Rent £50.00	£0.00	100%
Other £500.00	£0.00	100%

Why not make the tenant an offer?

Settlement offer to tenant
This is the amount you are willing to accept

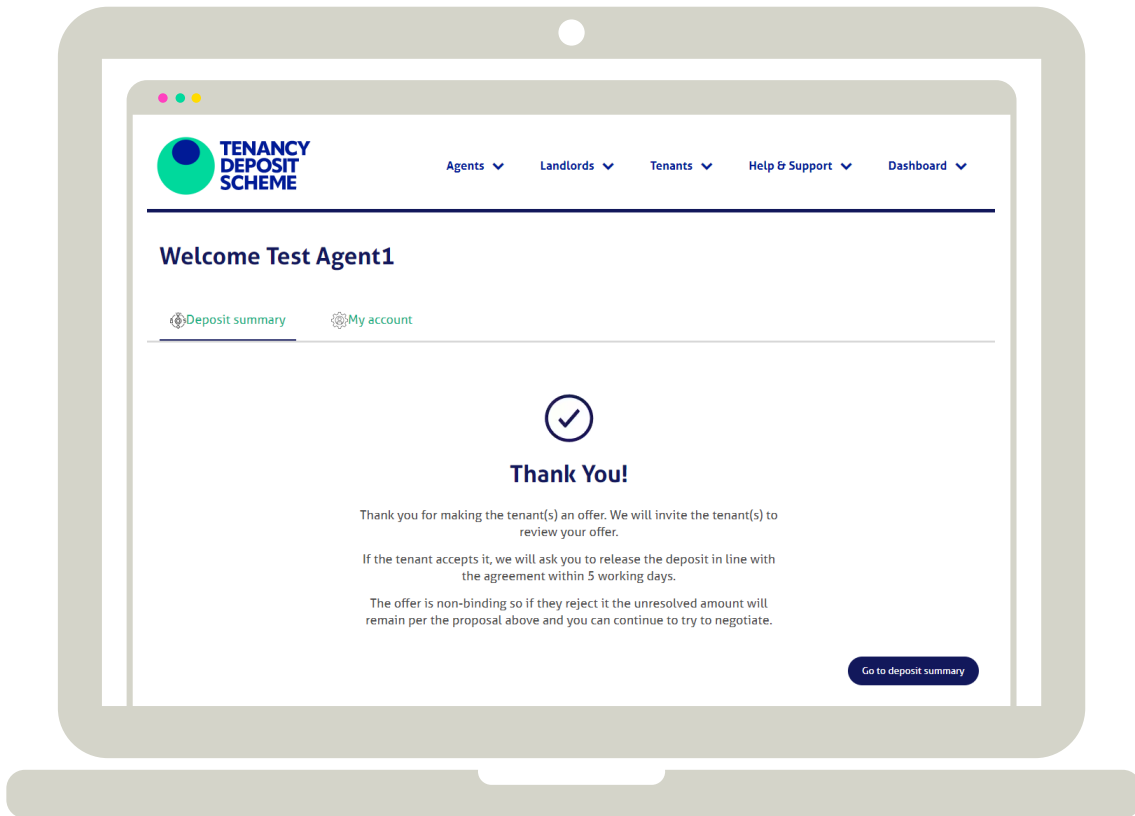
This means the tenant(s) would receive back from the full deposit

You can make an offer to the tenant(s) to try to reach a quick and easy settlement.
If the tenant(s) accept it, we will advise them to expect repayment from you within 5 working days in accordance with the rules of the scheme.



By selecting, **Make offer**, your offer will be saved, and we'll contact the tenant(s) to ask whether they wish to accept or reject it.

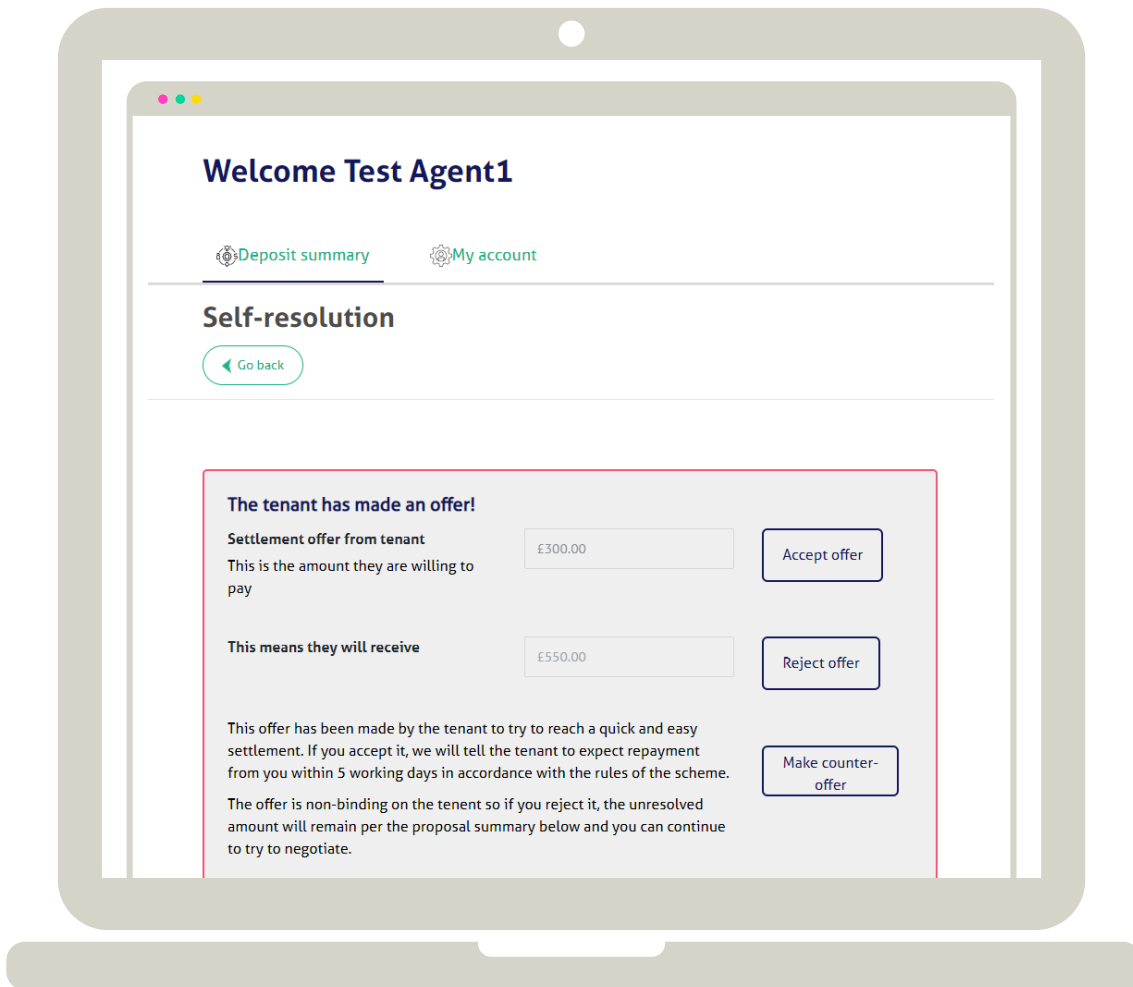
When making an offer, the full deposit amount is considered. This includes any amount that you have already returned, or are planning on returning to the tenant(s).



If the tenant accepts your offer, our team will email you to ask you to release the deposit in line with your agreement within **5 working days**.

The offer that you make to the tenant is non-binding. If the tenant rejects your offer, the deposit allocation will remain in line with your original proposal.

If the **tenant makes a counter-offer** based on your original offer, our team will email you to let you know that a counter-offer has been made. You can view the tenant(s) counter-offer by accessing your portal at any time during the **10 working day self-resolution period**.



You can either:

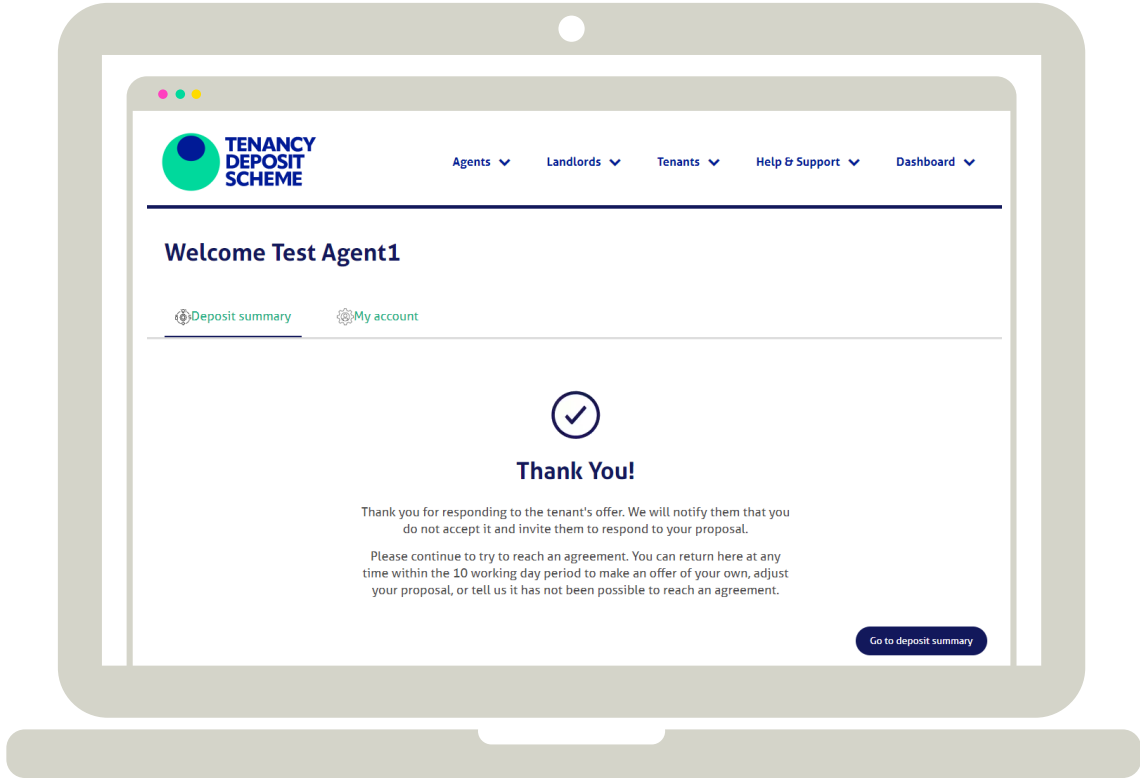
- 1 Accept the offer made by the tenant
- 2 Reject the offer made by the tenant
- 3 Make a counter offer

If you accept the offer, TDS Insured will notify the parties and ask you to pay the deposit amount in line with the agreement.

If you make a counter offer, TDS Insured will notify the tenant to let them know that you have made a counter offer.

If you reject the offer, TDS Insured will notify the tenant to inform them that the offer has been rejected and that they are able to continue reviewing your deposit allocation proposal.

To return to the deposit summary page, select Go to **deposit summary**.

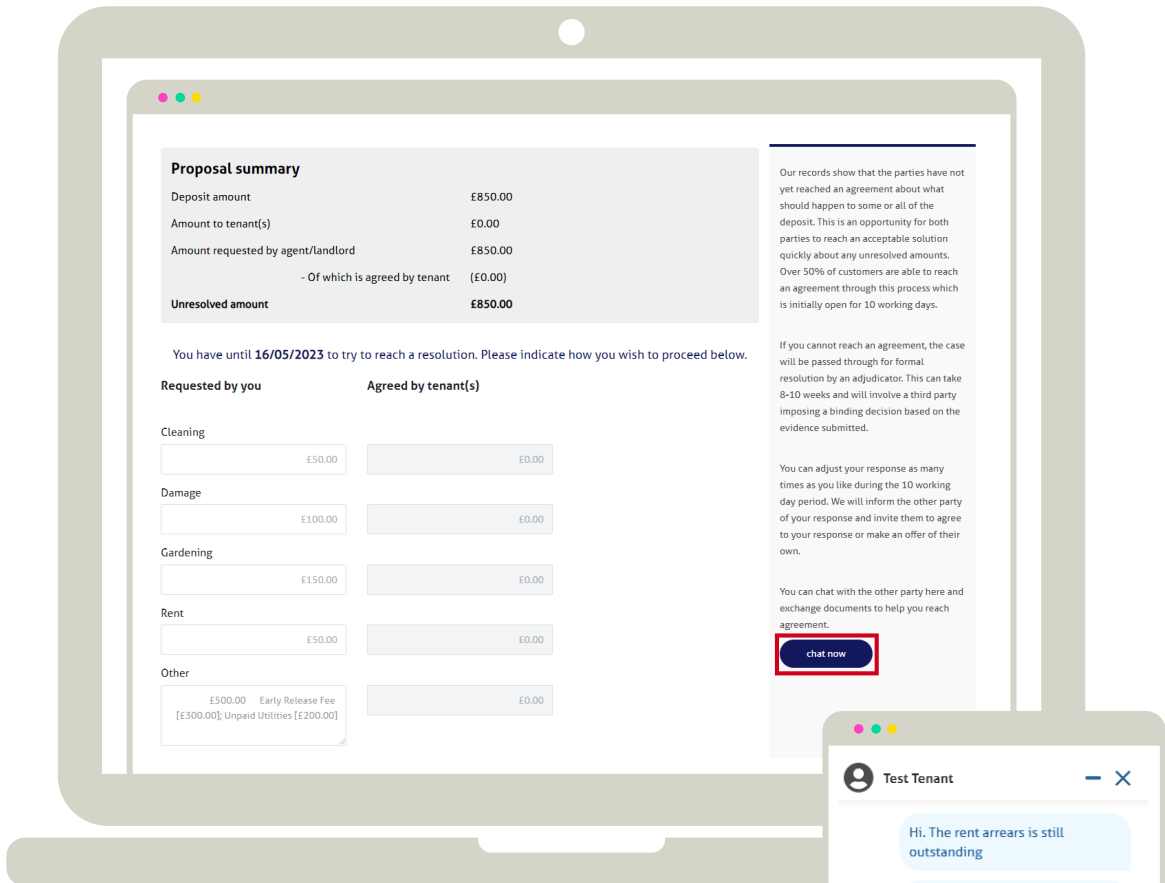




STEP BY STEP

CHAT NOW FUNCTION

You are able to chat to the other party via your deposit allocation proposal page. To message the other party, you can select the **Chat now** button to the right of the proposal page.



A **pop-out window** will appear for you to type your message to the party.

You can **upload files to the chat** by selecting the plus sign next to the text field.

The messages and files that you send in this window are confidential and will NOT form a part of the dispute if the case moves to adjudication.



STEP BY STEP

ADJUSTING YOUR PROPOSAL

If you want to adjust your proposal, please select **I want to adjust my proposal**.

You have until **16/05/2023** to try to reach a resolution. Please indicate how you wish to proceed below.

Requested by you	Agreed by tenant(s)	Progress
Cleaning £50.00	£0.00	100%
Damage £100.00	£0.00	100%
Gardening £150.00	£0.00	100%
Rent £50.00	£0.00	100%
Other £500.00	£0.00	100%



You can **use the sliders** on the right-hand side of the form to adjust your proposal. Alternatively, you can **enter the amount** that you want to adjust under each category individually.

You cannot claim for more than the amount that you originally listed in your initial proposal – you are only able to reduce the amount that you want to claim at this stage.

If it has not been possible to reach an agreement with the tenant during the **10 working days**, please select: **It has not been possible to reach an agreement.**

I agree with the tenant's proposal I want to adjust my proposal I want to make an offer

Based on your input above, this is how the remaining deposit would be repaid if agreed by the tenant(s):

Amount to be paid to agent/landlord £850.00

Amount to be paid to tenant(s) £0.00

Any adjustments to your proposal above will be reflected here. If you make adjustments and select "Submit", the amount you are claiming will update and we will invite the tenant(s) to agree to your updated proposal. By confirming these figures, you will not be able to increase the amount you have requested back to yourself.

The changes you make above are binding. Once you select "Submit", it will not be possible to revert to the amount you previously claimed, but you can continue to reduce the amount you are willing to accept.

It has not been possible to reach an agreement I want to make an offer

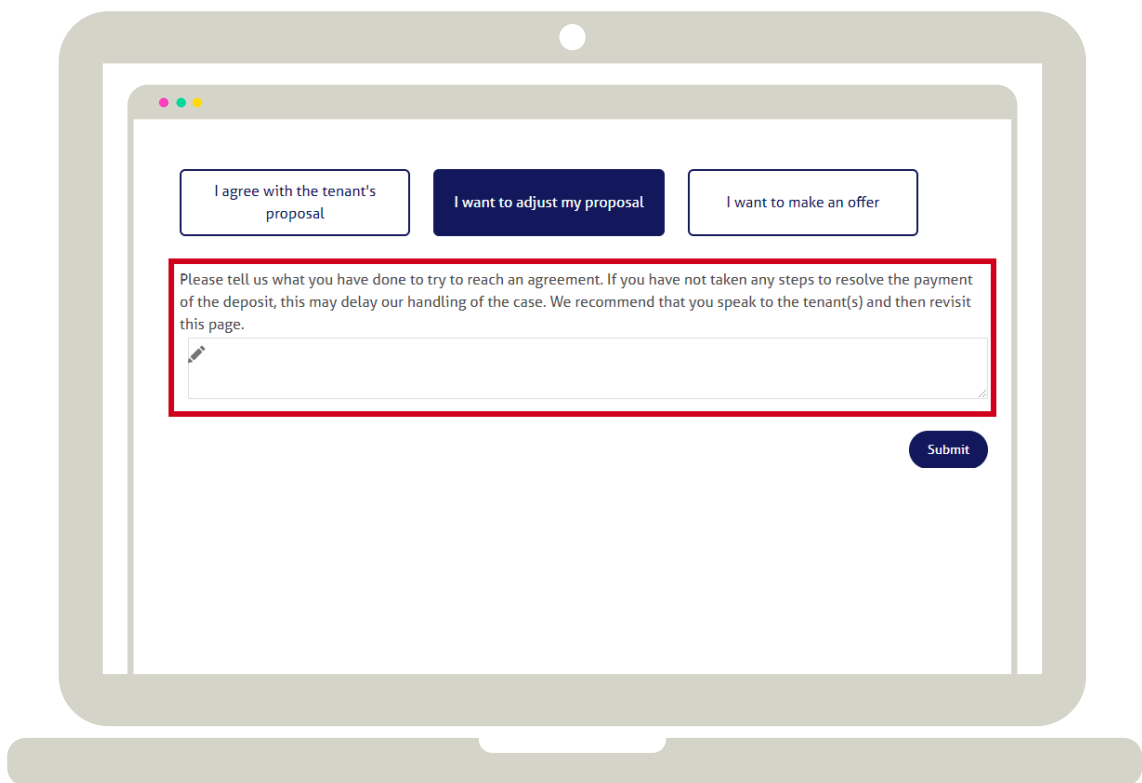


Once you select the button **It has not been possible to reach an agreement**, a text field will appear where you will need to tell us the attempts that you have made to try and reach an agreement with the tenant.

TDS Insured recommends that **you make every available attempt** to contact the tenant to reach an agreement before selecting this option.

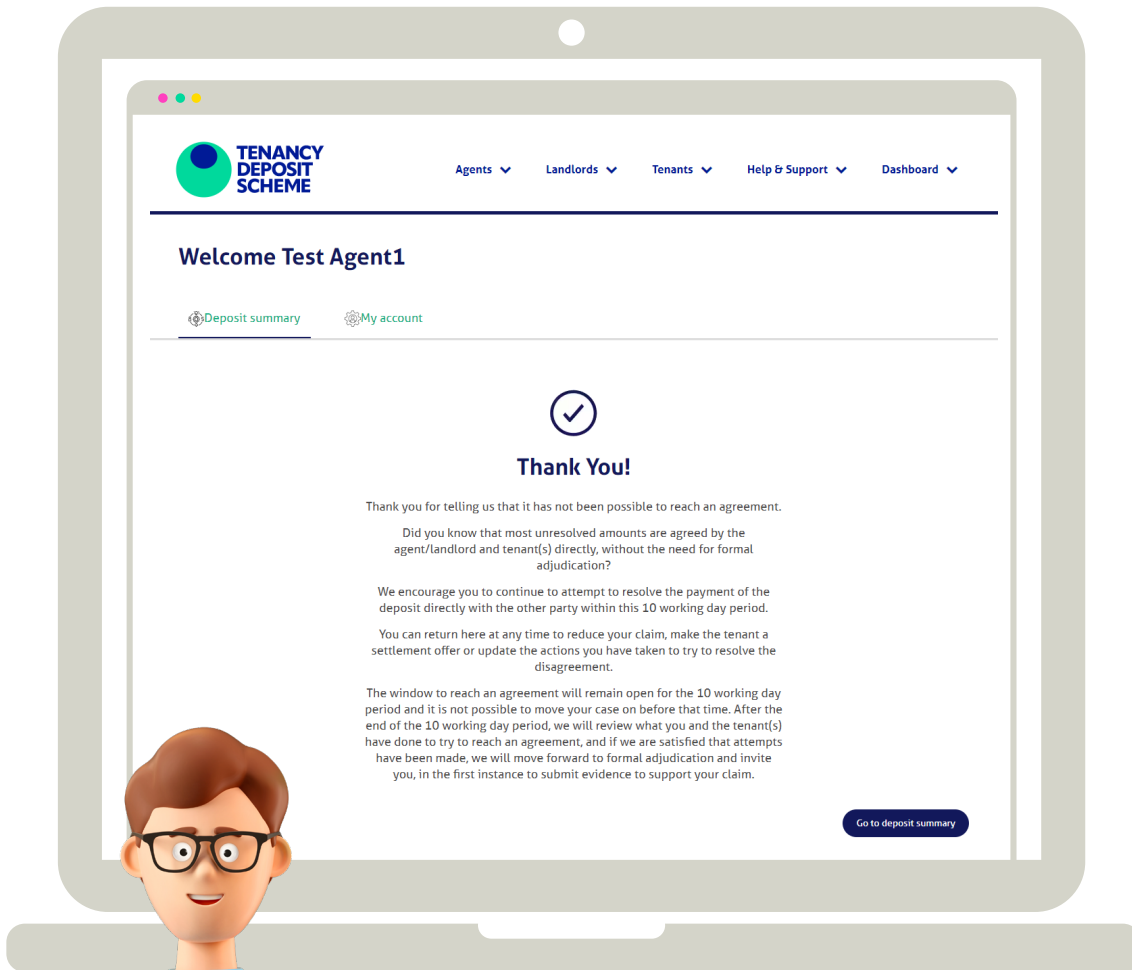
You'll need to enter a **minimum of 150** characters into this field. The maximum number of characters that you can provide is **500 characters**.

Once you have completed this field, please select **Submit** to finalise your submission.





Once you have selected submit from the previous screen, you will receive a **confirmation message** to confirm that TDS Insured have received your comments.



You are still **able to negotiate** with your tenant up until the end of the **10-working day period**. To continue with your negotiations, please click **Go to deposit summary**.

After the 10-working day period, **TDS will review the attempts** that the parties have made to try and reach an agreement. If we are satisfied that the parties have **exhausted attempts** to reach an agreement, TDS will move the case **forward to adjudication**, where you will be invited to provide your evidence for the dispute.

