



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

HOW TO:

RAISE A DEPOSIT ALLOCATION PROPOSAL

WITH TDS INSURED ON THE NEW TDS PORTAL



Printer-friendly

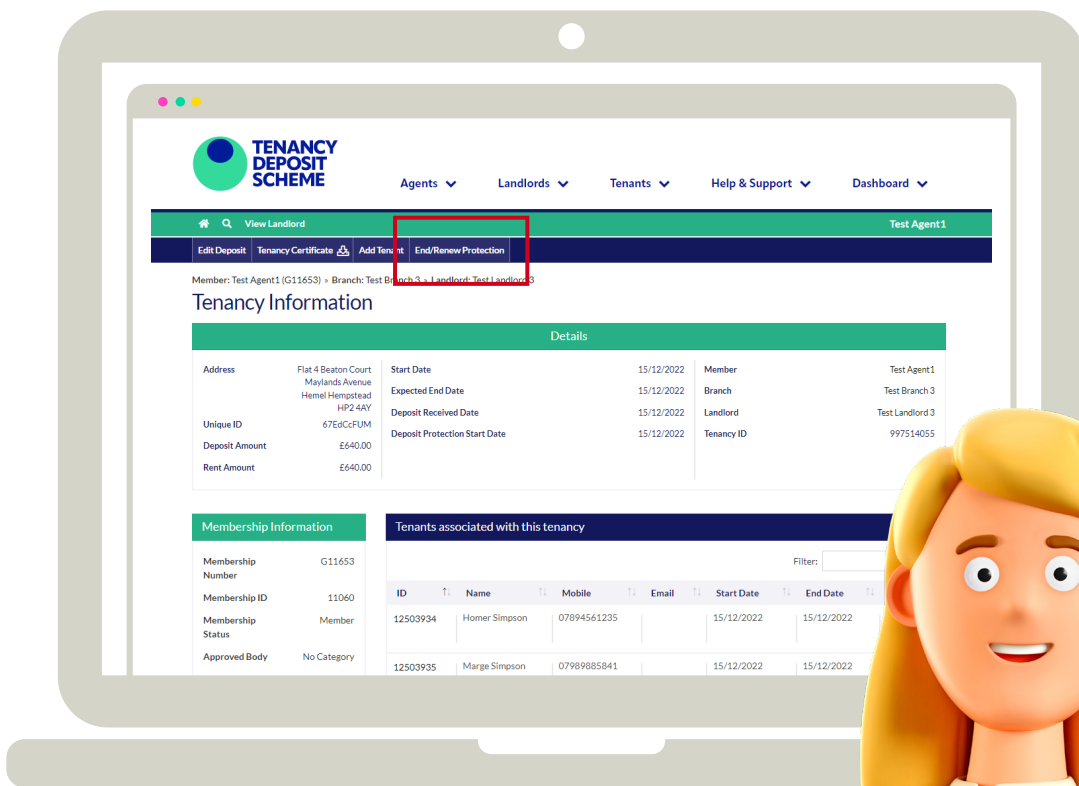




STEP BY STEP

How to Raise a Deposit Allocation Proposal

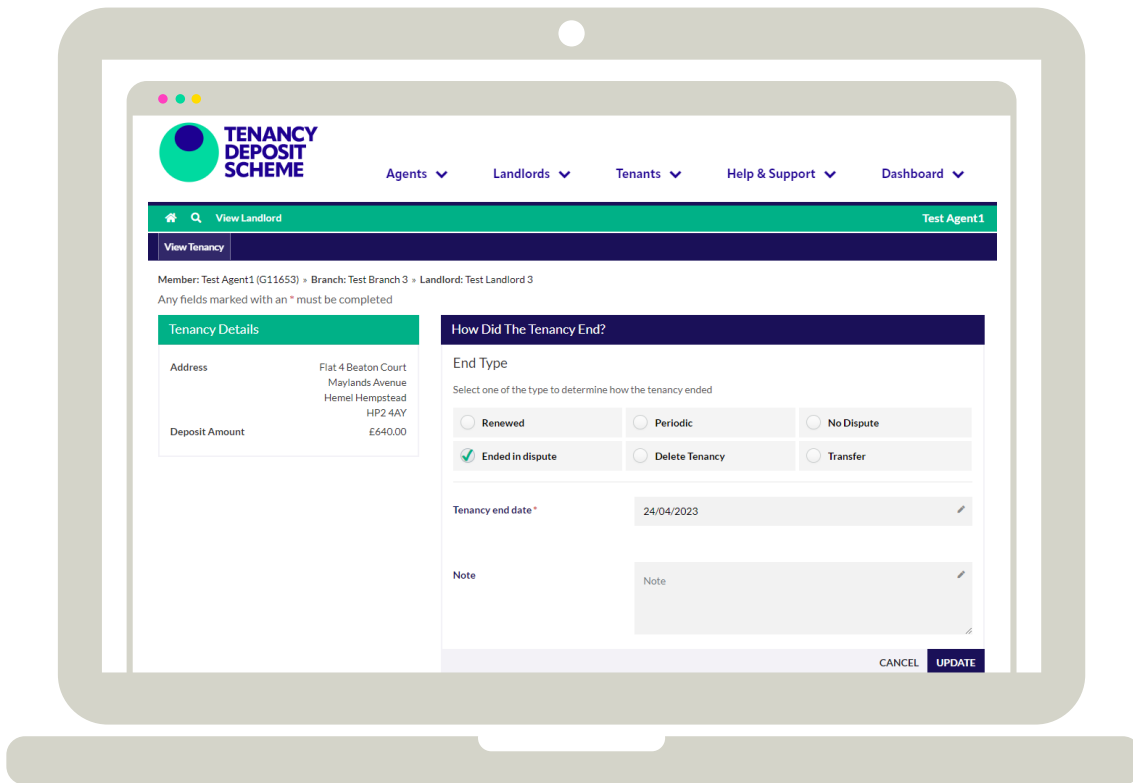
To raise a deposit allocation proposal, start by pressing **End/Renew Protection**. This can be done by accessing the relevant tenancy.





You'll need to specify the **tenancy end date** in order to proceed further.

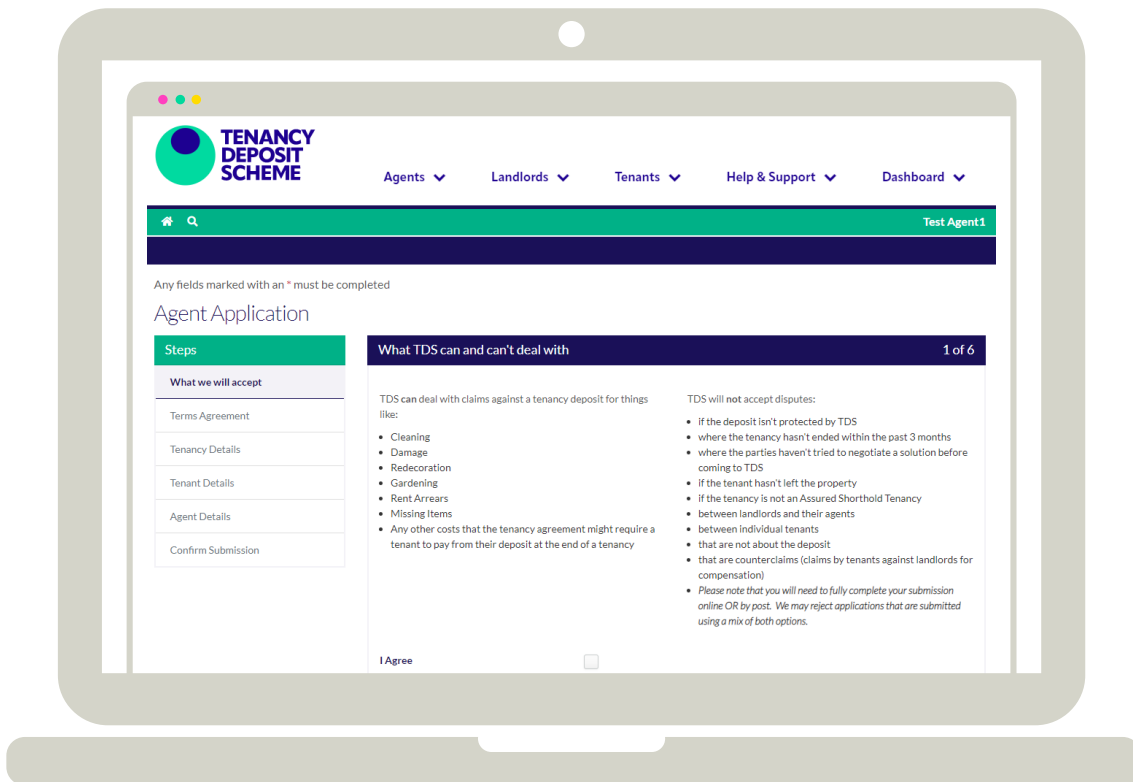
Please note that we are unable to consider cases for a dispute where the tenancy ended more than 3 months ago.





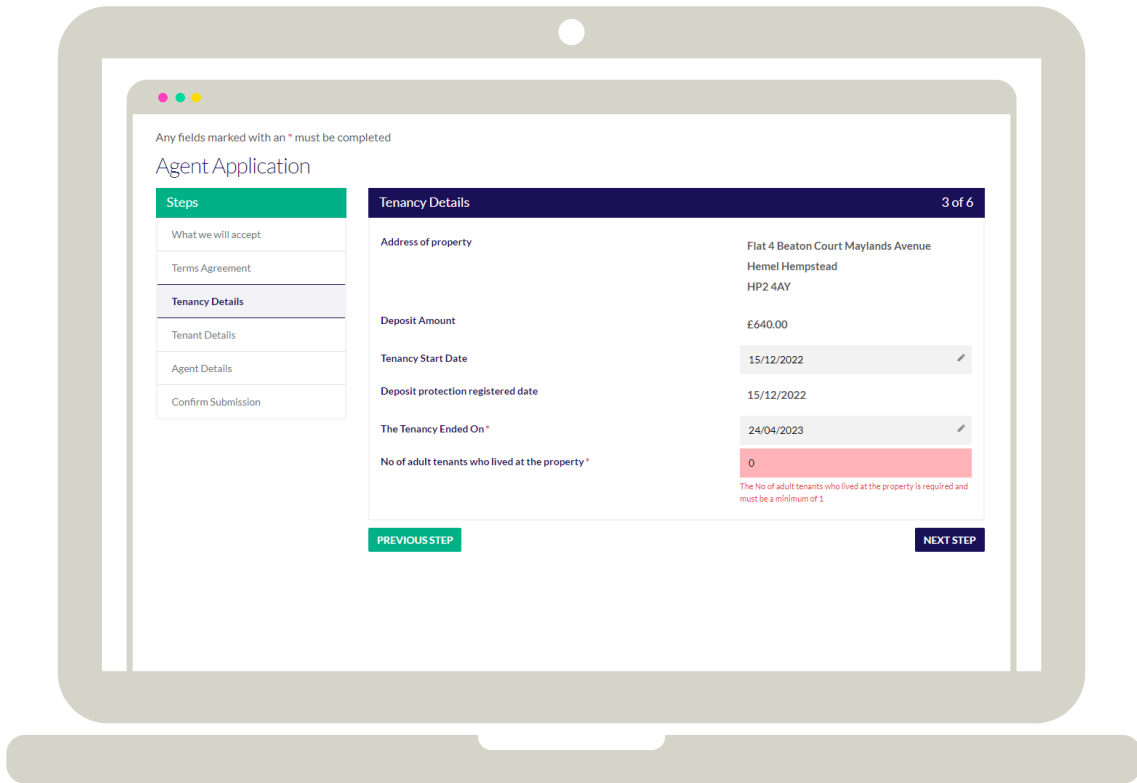
You'll be taken to an application form where you will need to complete the following sections:

- 1 **What we will accept** : acknowledgment of the types of claims TDS can deal with;
- 2 **Terms agreement** : for TDS to resolve the dispute;
- 3 **Tenancy Details** : details of the tenancy;
- 4 **Tenant Details** : details of an tenants who lived at the property;
- 5 **Agent Details** : your details; and
- 6 **Confirm Submission** : a final review of the application form.

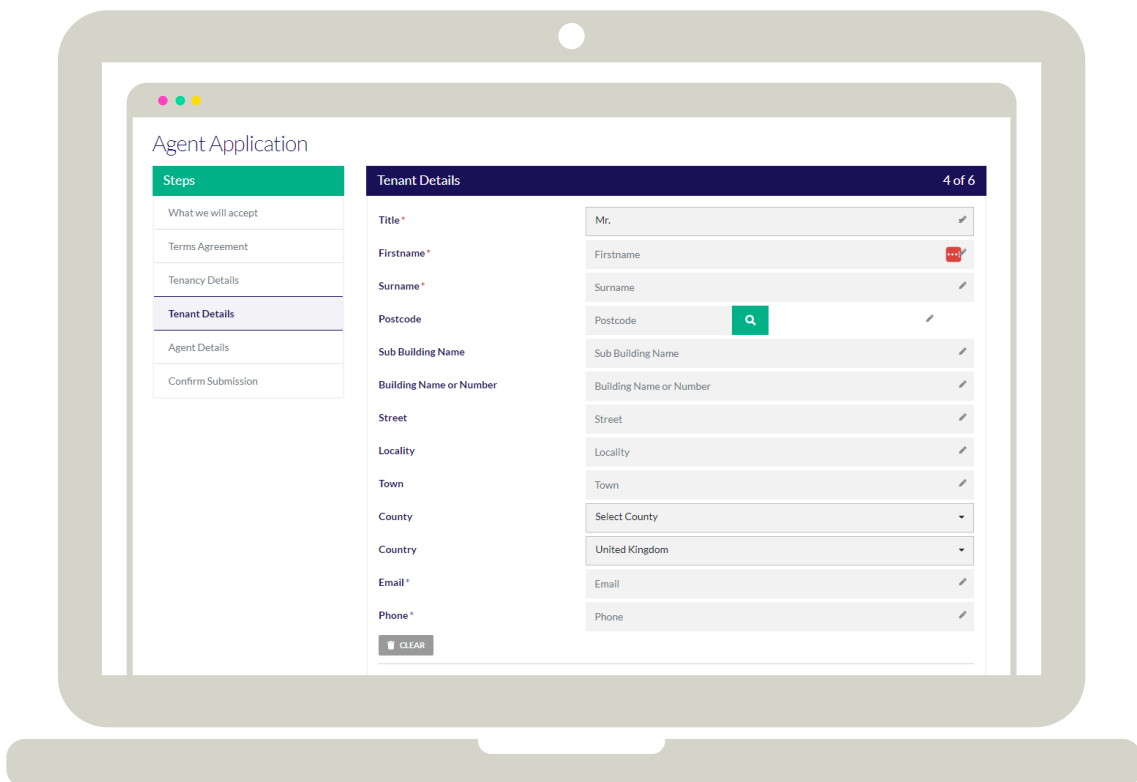




Once you have provided your agreement to the terms, you should **specify the number of tenants** that lived at the property.



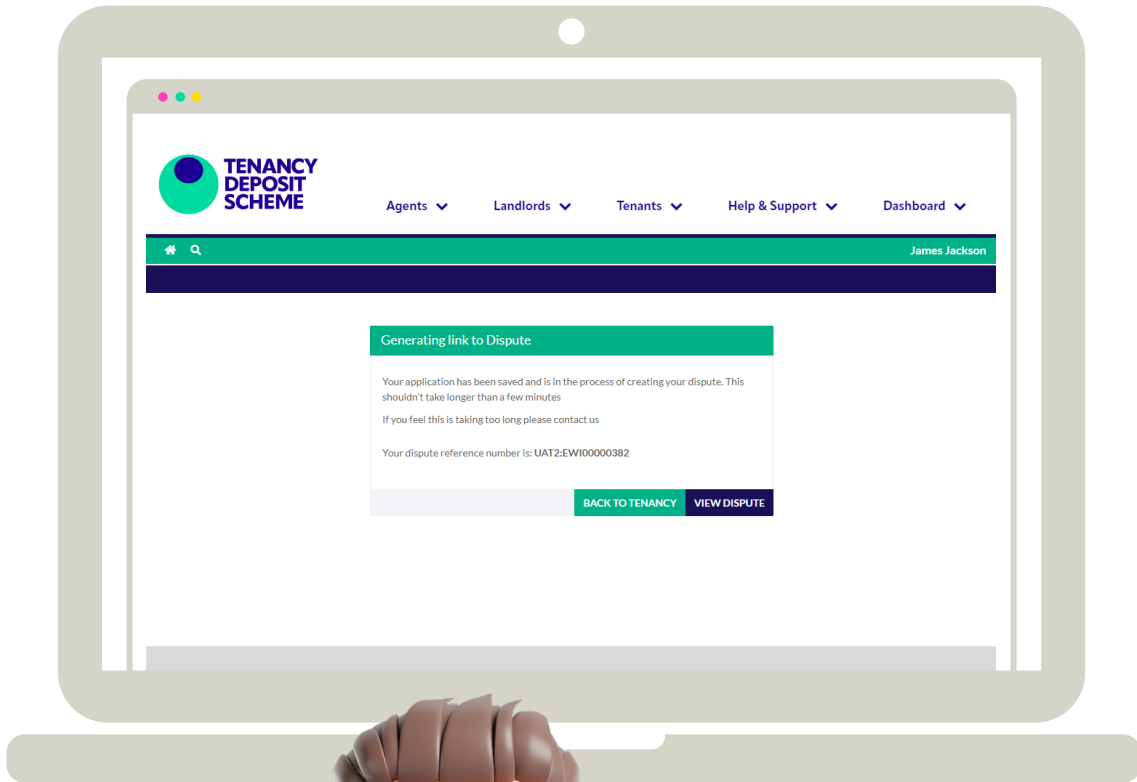
For each tenant, you will need to provide their details so that we can contact them about your claim. You must provide either an email address or a telephone number for us to contact the tenant about your claim.





You'll be asked to confirm that the details provided are true and accurate.

Once you confirm this, we will create a new case for you where you'll be able to provide details of how you want the deposit to be allocated at the end of the tenancy.





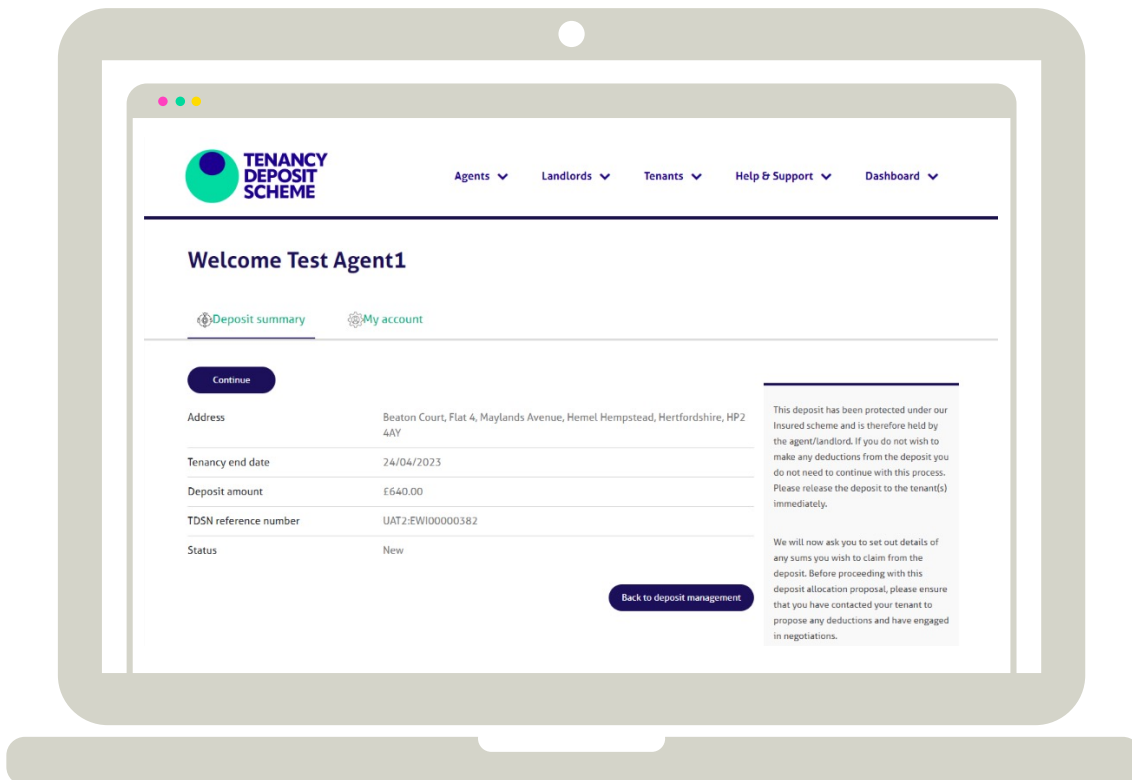
STEP BY STEP

Deposit summary

Once you have completed your initial application to raise a deposit allocation proposal with TDS Insured, you will be taken to the deposit summary page below.

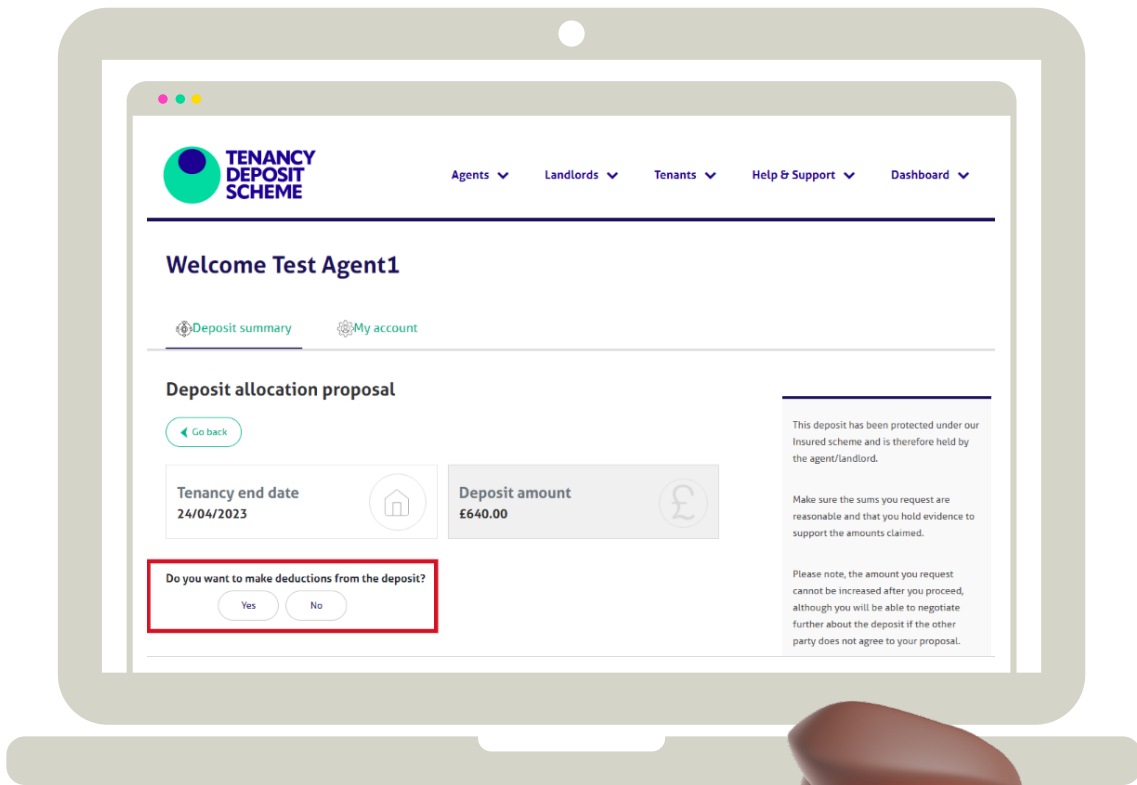
At the top of the page there are two tabs – **Deposit summary** and **My account**.

When selecting **Next Step** from the previous page, you will automatically land on the 'Deposit summary' tab. Select **Continue** to continue on to the 'Deposit allocation proposal' page. To return to your account with TDS Insured, select **Back to deposit management**.





On the **'deposit allocation proposal'** page, you will see the tenancy end date and the total deposit amount.



You will be asked whether you wish to **make deductions** from the deposit amount at this stage.

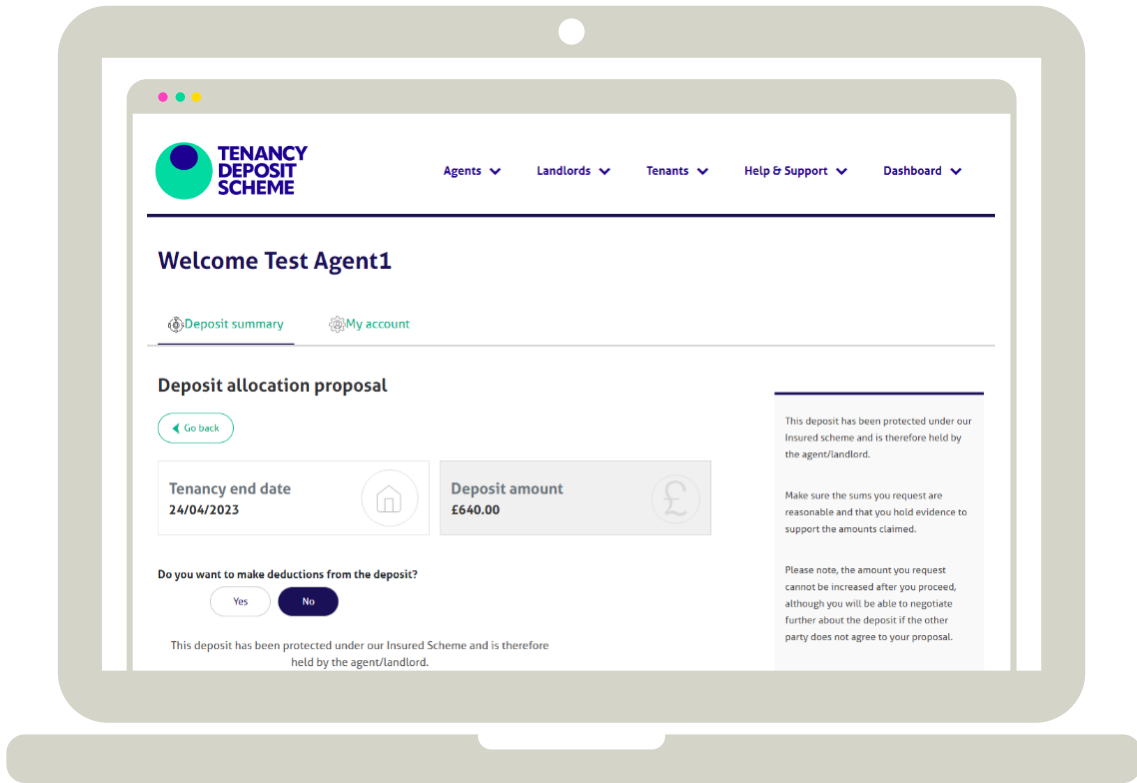
If you select No to this question, TDS will ask you to **release the deposit funds** to the tenant(s).

We also recommend that you **contact the tenant(s)** to let them know that you are **releasing the funds** to them.





You can select **Go back** at any time to be taken back to the **previous step**.





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

TENANCY DEPOSIT SCHEME Agents ▾ Landlords ▾ Tenants ▾ Help & Support ▾ Dashboard ▾

Welcome Test Agent1

[Deposit summary](#) [My account](#)

Deposit allocation proposal

[Go back](#)

Tenancy end date: 24/04/2023

Deposit amount: £640.00

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 want 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

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](#)

The deposit has been protected under our Insured scheme and is therefore held by the agent/landlord.

Make sure the sums you request are reasonable and that you hold evidence to support the amounts claimed.

Please note, the amount you request cannot be increased after you proceed, although you will be able to negotiate further about the deposit if the other party does not agree to your proposal.

If your total claim exceeds the tenant's deposit, you will have the opportunity to add further details if the case proceeds to adjudication. Please remember that TDS will only adjudicate up to the deposit amount and cannot make an award which exceeds the deposit.



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 been returned to the tenant(s) already **will not be considered** if the case proceeds to adjudication.

Deposit allocation proposal

[Go back](#)

Tenancy end date: 24/04/2023

Deposit amount: £640.00

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 want 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

Amount claimed for:



If your deductions to the tenant(s)' deposit **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. The total amount you are claiming will automatically add up at the bottom of the form when the individual claim categories are filled out.

The screenshot shows a web form on a tablet. At the top, it asks for the 'Amount to tenant(s)' with a text box containing '£0.00'. Below this is a red-bordered box titled 'Amount claimed for:'. Inside this box are several categories, each with a text box: 'Cleaning' (£0.00), 'Damage' (£0.00), 'Redecoration' (£0.00), 'Gardening' (£0.00), 'Rent arrears' (£0.00), and 'Other' (£0.00). Below the red box is the 'Amount of deposit to be paid to Test Agent1:' with a text box containing '£0.00'. A 'Continue' button is at the bottom right of the form.



You can only claim up to the value of the deposit. However, If your deductions exceed the total deposit amount protected, you'll be asked to tell us the total value of your claim, you'll have the opportunity to add further details of your claims in excess of the deposit if the claim needs to proceed to adjudication.

If you've already tried to negotiate with your tenant before using our services, you can select to opt out of our self-resolution process. Doing so will skip the self-resolution part of the process, and you'll be asked to provide your evidence for the claim if the tenant doesn't agree to your proposal.

Deposit allocation proposal

[Go back](#)

Tenancy end date: 21/09/2023

Deposit amount: £1,000.00

Do you want to make deductions from the deposit?
 Yes No

Does your claim exceed the deposit amount?
 Yes No

What is your total claim?
Where your claim may exceed the deposit value, please enter your total claim. You will be able to provide us with details regarding this sum should the case be accepted for adjudication.
£0.00

If you have already attempted negotiations with the tenant(s) and can provide evidence to support this when requested, you can choose to opt out of self-resolution for this case by ticking this box.

Please enter in the fields below, how much of the deposit you agree to be paid to the tenant(s) and how much you want 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)



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

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

£0.00

Amount claimed for:

Cleaning

£0.00

Damage

£0.00

Redecoration

£0.00

Gardening

£0.00

Rent arrears

£0.00

Other

£500.00

Other text

Unpaid Utilities (£300.00); Early Release (£200.00)

Amount of deposit to be paid to Test Agent1:

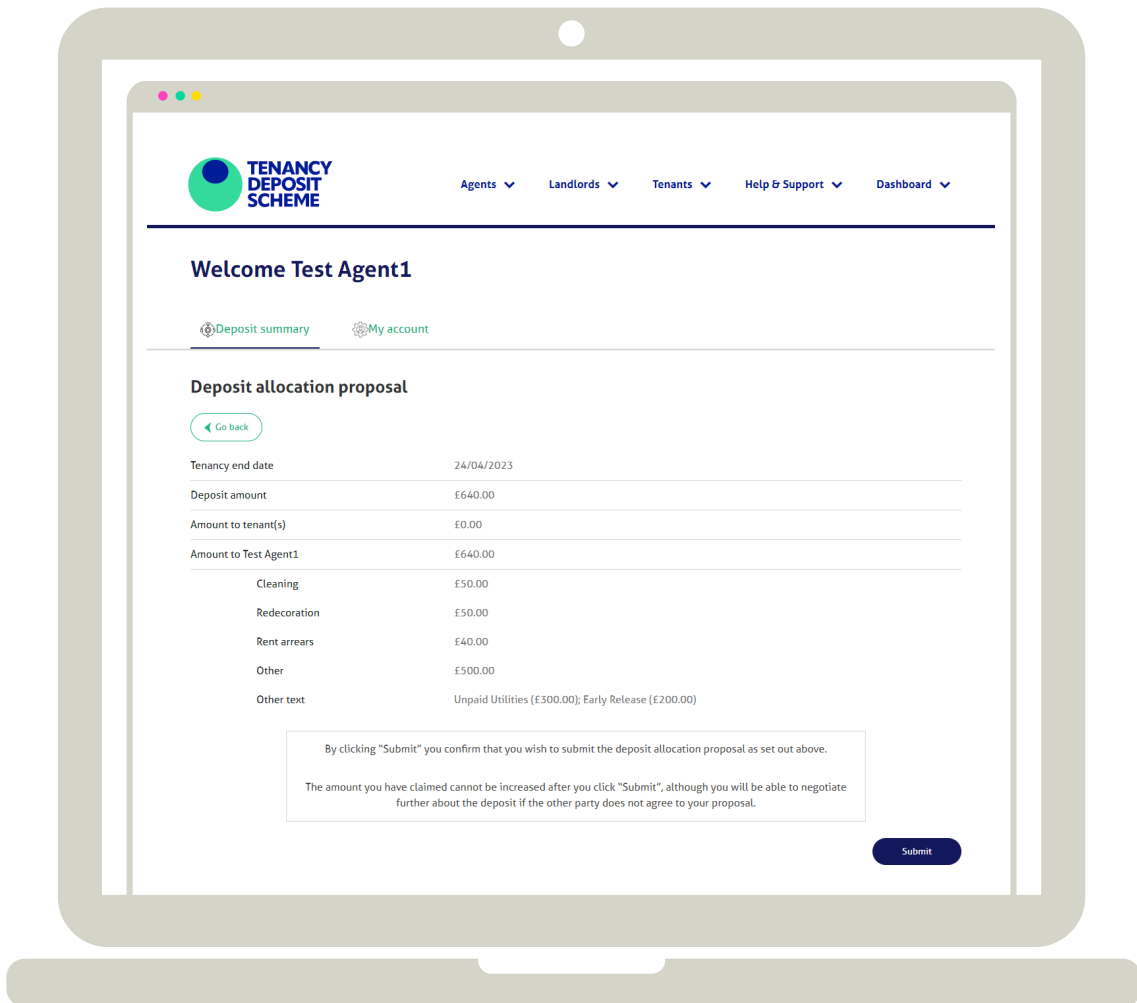
£500.00

Continue



Your proposal summary will feature:

- 1 The tenancy end date
- 2 Any amount that you have already returned to the tenant(s), or any amount that you are planning to return to the tenant(s)
- 3 Any deductions that you wish to make to the tenant(s)' deposit





Once you are happy with your proposal, select **Submit** to submit your proposal to TDS Insured.

Deposit allocation proposal

[Go back](#)

Tenancy end date	24/04/2023
Deposit amount	£640.00
Amount to tenant(s)	£0.00
Amount to Test Agent1	£640.00
Cleaning	£50.00
Redecoration	£50.00
Rent arrears	£40.00
Other	£500.00
Other text	Unpaid Utilities (£300.00); Early Release (£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.

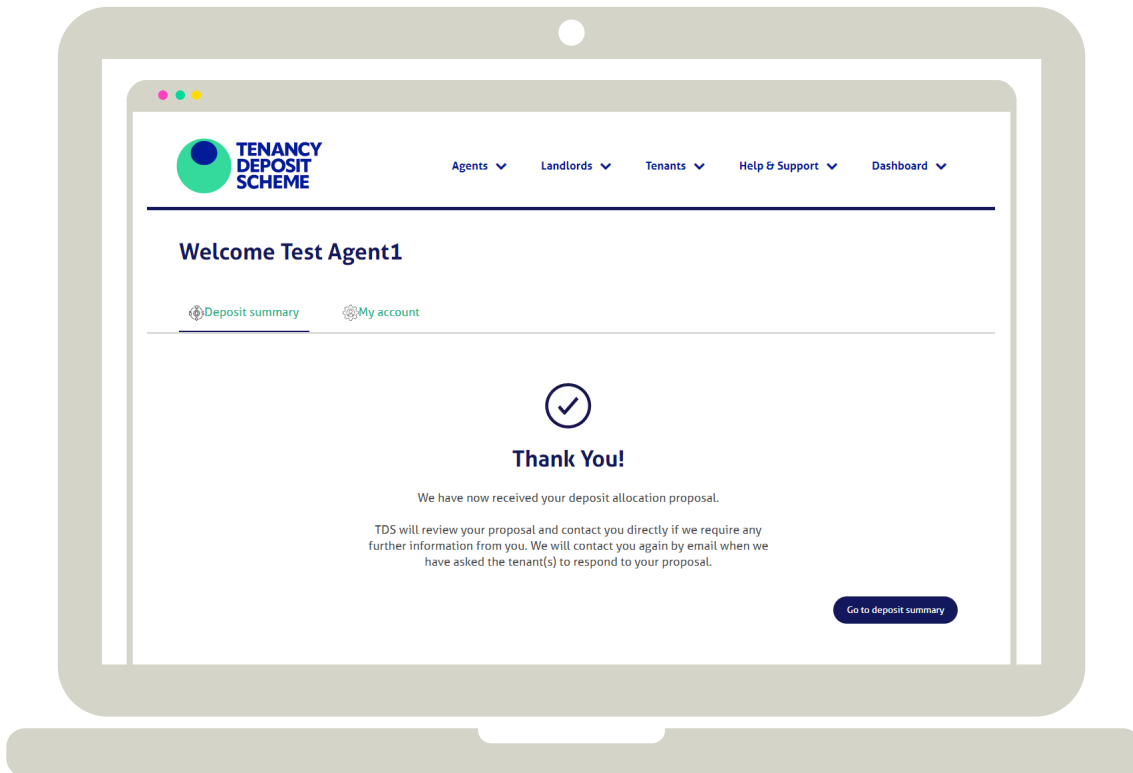
Submit

Note: You **will not** be able to increase your claimed amount after you click **Submit** – so make sure to review your proposal fully before finalising it.

You can press **Go back** to return to your deposit allocation proposal before you submit it.

Once you press **Submit**, you'll receive a message to tell you that you have successfully submitted your deposit allocation proposal to TDS.

To return to view your completed proposal at this stage, press **Go to deposit summary**.



At this stage, our team will review your proposal. We'll contact you using the details that you previously provided if we have any questions about your submission.

Once our team have reviewed your proposal, we will contact the tenant(s) and invite them to respond. The tenant(s) have **10 working days** from the date of our contact with them to submit their response.

You'll receive an email notification from TDS Insured once we invite the tenant(s) to respond to your proposal. If the tenant(s) do not respond within this time, our team will contact them to investigate the reason why they did not respond within the timeframe.

If the tenant(s) accept your proposal, you'll receive an email from TDS Insured confirming that they have accepted your proposal, and that the deposit will be paid in line with your agreement.

If the tenant(s) disagree with your proposal, you'll receive an email from TDS Insured to confirm their disagreement. You'll then be invited to access your account to engage in self-resolution with the tenant(s). All parties must engage in the process before the case can be considered for adjudication.

