

THREE YEARS ON



**SafeDeposits
Scotland**

safedepositsscotland.com

Welcome



Three years ago, SafeDeposits Scotland was launched with the purpose of protecting millions of pounds worth of deposits in the private rented sector, in line with the Tenancy Deposit Schemes (Scotland) Regulations 2011.

This meant we had to convince a nation's landlords and letting agencies that we were the organisation they should entrust their tenants' deposits with.

So three years on, where are we? As you'll see from this report, we've come a long way in a short space of time – over 60% of the private rented sector now comply with the new rules, and around 60% of them have chosen SafeDeposits Scotland. To everyone who has registered their deposits with us, we thank you.

Our role is about helping both the tenant and the landlord, providing peace of mind that the money in this important transaction is safely protected and will be fairly returned or distributed.

In the last three years we've become the most popular deposit scheme in Scotland, not because landlords have no choice (as they do), but because we've been able to add value to them.

If you think there's anything we could do better, please don't hesitate to let us know – we're continually striving to improve and grow.

Jennifer Paice
CEO of SafeDeposits Scotland

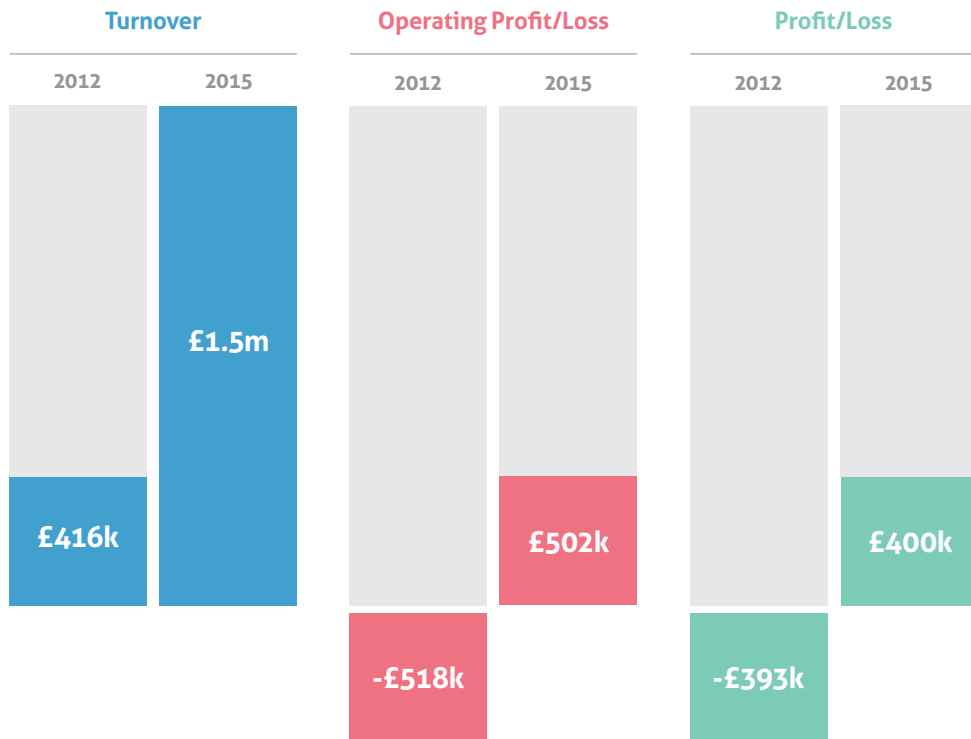
Our journey

We've come a long way in a short space of time.

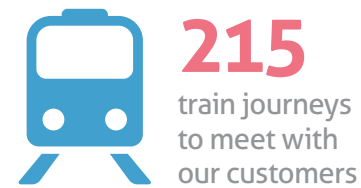
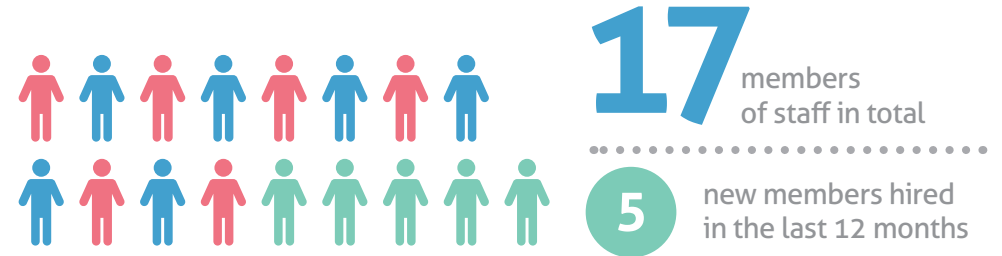
Our latest figures, and the ever-increasing number of deposits that we hold, are good indicators of the progress that we have been making. We notice it around the office too, as our growing team continues to travel all over the country to meet new and existing users.

£64.6m

worth of deposits held at June 2015



In the last 12 months

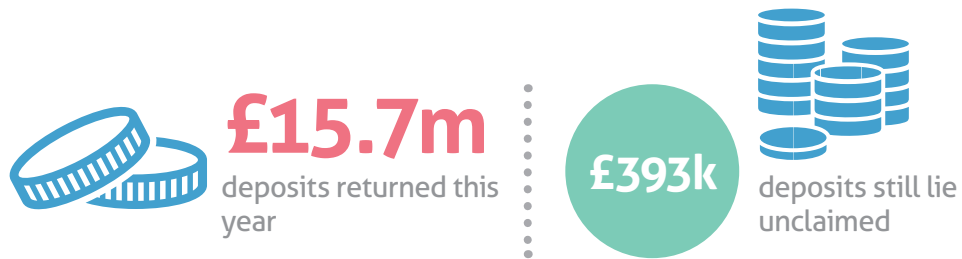


...that's a trip all the way to New York and back!

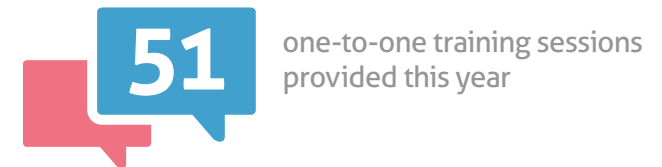
Customer focus

Key facts and figures about our users.

With the use of a tenancy deposit scheme now required by law, more and more landlords and letting agents are choosing us as their preferred option. In fact, we now have an almost 60% market share in Scotland. Here we take a look at our customer base and the different kinds of people that we engage with on a daily basis.



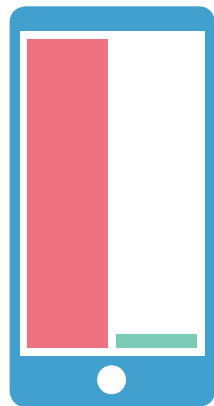
Australia, France and USA
the top three landlord locations outside the UK



Communication matters

We're here to help.

When looking for a tenancy deposit scheme, people have to be confident that they are making the best choice. At SafeDeposits Scotland, we go to great lengths to make sure that we deliver the most personal and professional service that we can. Our dedicated team are always on hand to provide you with all the information you need and to discuss your issues and queries.



This year there have been...

31,878
phone calls answered

Each answered on average within

22
secs



377,573
website hits



31,059
people viewed our most popular blog post 'How do I get my deposit back?'

text messages sent

17,080



19,635
emails replied to



We answer each one within

48
hours



18,277
letters posted



9 4
educational events for landlords, letting agents and tenants attended this year

Adjudication

Working to simplify disputes.

At SafeDeposits Scotland, we offer an independent adjudication service to help landlords and tenants who can't reach agreement over how a deposit should be repaid at the end of the tenancy. As a quick overview, here is an insight into various disputes we've helped with over the last 12 months, and the average claims.

2021 disputes adjudicated over the year

37%
Award
in full to
landlords

Average award
£326.54

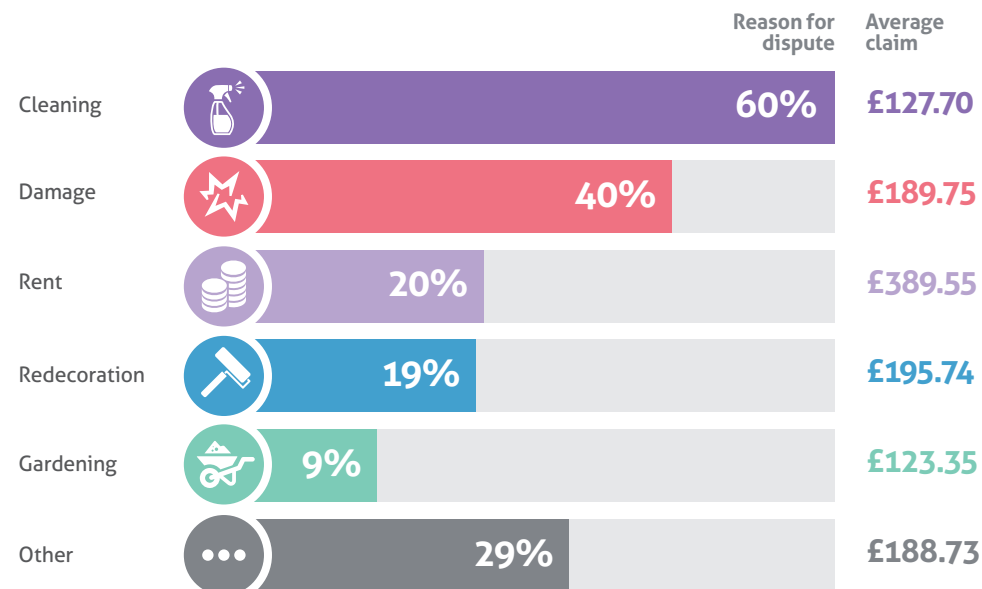


18%
Award
in full to
tenant

Average award
£286.56

45%
Split award

Average award
Landlord £163.21/Tenant £196.25



SafeDeposits Scotland
adjudication workshops
held this year



500+
adjudication
digests posted
to landlords
and agents

Testimonials

Here are some kind words from our users.

“ We are more than happy to have made the informed decision to choose SafeDeposits Scotland. During the infancy of the scheme, and whilst finding our way round the various processes, your staff have been more than helpful. It has also been particularly gratifying to have been asked for feedback and input into developing the software further; the result being a system which is now very simple to navigate for agents and tenants alike. Keep up the good work!

Tom McNeill, Littlejohns ”

“ The Property Store looked at all three available schemes on the introduction of the legislation governing tenants' deposits. We decided to use SafeDeposits Scotland as we felt it offered the best solution for us to provide security, clarity and accessibility for both our tenants and landlords in respect of deposits. There has been a concerted effort to educate agents, landlords and tenants in the practical working of the legislation and I would thoroughly recommend the free courses provided.

Lorraine Robb, The Property Store ”

“ Since its inception, we have nothing but praise for the high degree of professionalism of all staff involved with SafeDeposits Scotland; the ease of use of the website; the ability to generate the prescribed information easily and quickly online; the objectivity of the adjudication process; the speed with which telephone calls are answered and most importantly the fantastic on-site support and training sessions offered at no cost. Thank you to a superb team!

Kathleen Gell, Simply Let ”

“ We made the decision to use SafeDeposits Scotland as our main tenancy deposit scheme provider because of their unique position as the only not-for-profit scheme of those available. The fact that SafeDeposits Scotland promised to reinvest their profits to improve training provision and ultimately raise the standards of the sector was an important factor during our decision making process.

Adrian Sangster, Aberdeen Considine ”

Service

Features of your online account.

Your SafeDeposits Scotland online user account has been designed to make compliance with the Regulations as easy as possible. We have listened to your feedback since our launch and have added new features to help make managing deposits quicker and easier for landlords, letting agents and tenants.



By using the tenant changeover function, you can repay the outgoing tenant their share of the deposit and automatically transfer in the new tenant's share at the same time.



Has your tenant applied for the deposit prior to the tenancy ending? Simply respond to the proposal by telling us that the tenancy has not ended and the system will automatically cancel the repayment request on the deposit.



Unsure of what evidence to provide in support of your claim? Check out our adjudication digest which is full of real case studies, and we have even made suggestions where the evidence could have been improved. We have also included evidence tables which outline key evidence for each category of claim.



Providing evidence to support a claim could not be easier, using our easy four-step process which guides you through uploading your evidence to our portal. It even provides prompts if something is forgotten. Free and simple!



Do you have multiple deposits to register each month? Use our simple upload function that allows you to add multiple deposits through your online account.



To help make providing the prescribed information quick and easy, landlords and agents can open a pre-populated form through their SafeDeposits Scotland online user account. You can now tailor this form further to customise the dates received and dates paid.

The Trust

Helping to create a better future for Scotland's private rented sector.

As a not-for-profit organisation, our priority is to find a way to use surplus profits to benefit the private rented sector in Scotland. We are therefore delighted to announce the launch of the SafeDeposits Scotland Trust in November 2015, with the first round of grants being given in January 2016.

The SafeDeposits Scotland Trust is a charity designed to help improve industry standards by providing grants to fund education and training in relation to Scotland's private rented sector.

We want our industry to be the best that it can be. And we believe only those working and living in the private rented sector have the expertise and know-how to continue developing and advancing aspects of the sector. And that's where we need your help. While there will be a formal application process launched later in the year, at this point we want to hear your ideas, proposals and suggestions on where our first round of grants should be allocated in January 2016. Email your ideas to info@safedepositsscotlandtrust.com.



safedepositsscotland.com

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SafeDeposits is an innovative partnership between landlords, agents and tenants.
We would like to thank our partners for their support.

