



**SafeDeposits
Scotland**

Tenant changeover guidance with tips

03333 213 136
safedepositsscotland.com



Tips to keep in mind

We have created the tenant changeover function to make the process as easy as possible, but please remember the following:

- The process works best where we have an email address for all tenants as we need to write to them for their agreement. You can update this information before starting the process;
- This function is only available where there has been a switch of tenant, but there is a continuing occupancy of the property. Should the landlord wish to make any deductions from the deposit, the landlord should submit a Proposal for Deposit Repayment instead;
- The function can also be used where one tenant is moving out, but is not due any money from the deposit. Completing the process will simply remove the outgoing tenant from our records and the full deposit will be moved to a new deposit account;
- The process will automatically cancel after 15 working days if we have not had a response from all outgoing tenants. This is because we are mindful that you may have taken a deposit from an incoming tenant and your 30 working days to lodge the deposit in the scheme and provide the Prescribed Information will be counting down.
- If there has been no response from one or more tenants, the process will cancel automatically and you should enter a Proposal for Deposit Repayment in the usual manner, asking for any remaining tenants' portions of the deposit to be repaid to you in order to re-lodge with the incoming tenant's deposit in a new deposit account.
- Unless you are completing a new inventory, the incoming tenant(s) should sign up to the original inventory;
- Should the new tenancy end with a dispute over the deposit return, you should submit all tenancy agreements – not just the most recent one – to show why the inventory is dated much earlier than the tenancy start date. The problem with submitting just the most recent tenancy agreement, and an inventory that predates that agreement, is that the adjudicator would have difficulty in establishing that the tenants are liable under the inventory. By submitting the series of tenancy agreements that relate to the property, you can show the correct paper trail to the adjudicator.

Step 1 Landlord or letting agent action

Log in to your SafeDeposits user account, view the Deposit summary page for the relevant DAN, and select the 'Tenant Changeover' button:

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Deposit Summary

Address	123 High Street Glasgow G1 1UZ
Tenancy start date	03/09/2012
Deposit amount stated in tenancy agreement	£500.00
Amount currently protected with SafeDeposits	£500.00
Deposit received date	30/10/2012
Deposit Account Number	DAN17729
User Reference	
Status	Deposits Held

[Deposit Protection Certificate](#)

Tenants associated with this deposit.

The lead tenant will be highlighted below.

Name	Phone	Email	Options
Mr Joe Bloggs - Lead tenant	07000 000000	joebloggs@samplemail.com	Edit Audit
Ms Joanna Bloggs	07111 111111	jannabloggs@samplemail.com	Edit Audit Set as Lead ?

Tenant Changeover

Landlords associated with this deposit

Name	Phone	Email	Options
Mr Land Lord	07222 222222	landlord@samplemail.com	Edit Audit

Agents associated with this deposit

Name	Phone	Email	Options
SOS Letting	01000 123456	deposits@safedepositscotland.com	Edit Audit

Ring
0845 604 4345
email: info@safedepositscotland.com

twitter

Tweets Follow

TCYoung
@TCYoungLLP
11h
This week's most popular blog - Rent in advance - is this legal? [ht.ly/m/rWpP](#)
#landlords #letting
Retweeted by SafeDeposits
Expand

Select which tenant(s) has/have moved out and enter the amount of the deposit to be repaid to each outgoing tenant (the remainder will stay with SafeDeposits and be moved to a new deposit account). Select 'Tenant Changeover', check the amount(s) and 'Confirm' or 'Cancel'.

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Please confirm the following tenants have moved out and should be repaid the following deposit amounts:

Ms Joanna Bloggs	£250.00
------------------	---------

Tenant(s) have moved out	moving out	paid against the individual tenant record	Set as Lead ?
Mr Joe Bloggs	If this tenant has moved out, please assign another tenant as the lead tenant before using this function		
Ms Joanna Bloggs	<input checked="" type="checkbox"/>	£ 250.00	Set as Lead Tenant

[Tenant Changeover](#)

Check the amounts in the pop-up window and click 'Confirm' or 'Cancel':

The screenshot shows the SafeDeposits Scotland website interface. At the top left is the logo with the text "SafeDeposits Scotland a not for profit organisation". Below the logo is a navigation menu with links: NEWS, ABOUT US, INFORMATION, CAREERS, MY OPTIONS, MY DETAILS, VIEW DEPOSITS, ADD DEPOSIT, EXPORTS, IMPORT, PRESCRIBED INFO, REQUESTS, and LOGOUT. At the top right, it says "Free registration of tenancy deposits in Scotland from our offices in Glasgow". A blue pop-up window is centered on the screen with the following text: "You have advised us that the following tenant(s) has/have moved out and requested that we pay back their portion(s) of the deposit: • Ms Joanna Bloggs with the amount £250.00. On pressing 'Confirm' you will be required to enter information relating to the new DAN, please make sure you have this to hand. Alternatively press 'Cancel' and return to the tenant changeover at a later time." At the bottom of the pop-up are "Cancel" and "Confirm" buttons. In the background, a table shows "Amount of deposit" as "£250.00" and a green button labeled "Complete Tenant Changeover".

After confirming the amounts to be repaid, we will write to the tenant(s) and ask them to confirm they have moved out and to collect their payment details:

The screenshot shows the SafeDeposits Scotland website interface after a tenant changeover request. At the top left is the logo with the text "SafeDeposits Scotland a not for profit organisation". Below the logo is a navigation menu with links: NEWS, ABOUT US, INFORMATION, CAREERS, MY OPTIONS, MY DETAILS, VIEW DEPOSITS, ADD DEPOSIT, EXPORTS, IMPORT, PRESCRIBED INFO, REQUESTS, and LOGOUT. At the top right, it says "Free registration of tenancy deposits in Scotland from our offices in Glasgow". A blue header bar contains the text "Tenant Changeover". Below the header, the text reads: "Thank you, your tenant changeover request has been submitted. We will now write to the outgoing tenant to confirm that they have moved out. If they accept, we will pay their portion of the deposit directly to them. We will write to you with the new DAN (Deposit Account Number) and invite you to top up the deposit with the incoming tenant's part of the deposit." At the bottom of the content area is a green button labeled "Return to Deposit".

Step 2 Tenant action

Each outgoing tenant should log in to their SafeDeposits account using the Deposit Account Number (DAN) and individual Deposit Repayment Number (DRN) and select 'Respond' in the 'Tenant Changeover' box:

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when you move out. SafeDeposits Scotland holds onto your deposit and in the event of a dispute will return it to either the landlord or tenant after independent adjudication.

Once your landlord has transferred your deposit to SafeDeposits Scotland, we will provide you with a Deposit Account Number (DAN) and a Deposit Repayment Number (DRN) so you can participate in the repayment process and check the status of your deposit in the event of a dispute.

✓ Scottish based with offices in Edinburgh and Glasgow

View your deposit

You can search for your deposit here and view its status

VIEW DEPOSIT

Tenant Changeover

Your Landlord/Agent has told us you are moving out. You can respond to this here.

RESPOND

Edit your details

You can view and edit your details here

EDIT YOUR DETAILS

Make enquiries

If you wish to make an enquiry for contact support use this page

MAKE ENQUIRIES

Logout

Logout from your tenant account.

LOGOUT

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email: info@safedepositscotland.com

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TCYoung @TCYoungLLP 11h
This week's most popular blog - Rent in advance - is this legal? htl.j/m/RefP #landlords #letting
Retweeted by SafeDeposits

Latest Blog Post

The tenant should agree that they have moved out and that they are to receive the proposed portion of the deposit, and enter their repayment details, and select 'Respond':

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Respond to tenant changeover request

Your Landlord or Agent has informed us that you have moved out of the following property:

123 High Street
Glasgow
G1 1UZ

They have told us that your share of the Deposit was £250.00 which will be paid back to you if you confirm this information is correct.

Please tell us if this is correct or not by completing the form below.

I can confirm that;	<input checked="" type="radio"/> This is correct - continue changeover <input type="radio"/> I do not agree - cancel changeover
Payment Method	<input checked="" type="radio"/> BACS <input type="radio"/> Cheque
Name of Bank	<input type="text"/>
Branch	<input type="text"/>
Sort Code	<input type="text"/>
Account Number	<input type="text"/> 8 characters remaining
Name on Account	<input type="text"/> 35 characters remaining
International Payment	<input type="checkbox"/>
Email Address	joannabloggs@samplemail.com
Please confirm that this email address is valid and current	<input checked="" type="radio"/> Yes <input type="radio"/> No
Would you like to add a forwarding address?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Respond

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0845 604 4345
email: info@safedepositscotland.com

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This week's most popular blog - Rent in advance - is this legal? htl.j/m/RefP #landlords #letting

We advise the tenant that we will now write to the landlord to finalise the changeover, and subsequently repay their portion of the deposit within 5 working days:



- NEWS
- ABOUT US
- INFORMATION
- CAREERS
- MY OPTIONS
- MY DETAILS
- VIEW DEPOSITS
- ADD DEPOSIT
- EXPORTS
- IMPORT
- PRESCRIBED INFO
- REQUESTS
- LOGOUT

Respond to tenant changeover request

Thank you for responding to this request. We need to wait for other tenants to agree to this tenant changeover.

If you are the only tenant changing then we will request the Landlord to finalise this changeover and, once done, we will make payment, if applicable, within 5 working days of the landlord's response.

Step 3 Landlord or letting agent action

Once all outgoing tenants have responded, select 'Complete Tenant Changeover' through the Deposit summary page in your SafeDeposits account:

- NEWS
- ABOUT US
- INFORMATION
- CAREERS
- MY OPTIONS
- MY DETAILS
- VIEW DEPOSITS
- ADD DEPOSIT
- EXPORTS
- IMPORT
- PRESCRIBED INFO
- REQUESTS
- LOGOUT

Deposit Summary

Address	123 High Street Glasgow G1 1UZ
Tenancy start date	03/09/2012
Deposit amount stated in tenancy agreement	£500.00
Amount currently protected with SafeDeposits	£500.00
Deposit received date	30/10/2012
Deposit Account Number	DAN17729
User Reference	
Status	Deposit Held (Tenant changeover awaiting completion)

Deposit Protection Certificate

Tenants associated with this deposit.

The lead tenant will be highlighted below.

Name	Phone	Email	Options
Mr Joe Bloggs - Lead tenant	07000 000000	joebloggs@samplemail.com	Audit
Ms Joanna Bloggs	07111 111111	joannabloggs@samplemail.com	Audit

All tenants have responded to your tenant changeover request:

Ms Joanna Bloggs - Agreed

Complete Tenant Changeover

Landlords associated with this deposit

Ring
0845 604 4345

email: info@safedepositscotland.com

This screen will indicate that the outgoing tenant(s) has/have agreed they have moved out. Select 'Complete Tenant Changeover' or 'Cancel Changeover Request':



- NEWS
- ABOUT US
- INFORMATION
- CAREERS

- MY OPTIONS
- MY DETAILS
- VIEW DEPOSITS
- ADD DEPOSIT

- EXPORTS
- IMPORT
- PRESCRIBED INFO REQUESTS

- LOGOUT

Complete tenant Change Over

A new tenancy will be created and all parties advised thereof. Any change to the Tenancy Agreement, amounts held and new tenants must be captured on the next screen. Please ensure you have this information to hand before you proceed.

	Tenant name	Has moved out?	Amount of deposit
Tenant(s) have moved out	Ms Joanna Bloggs	Agree	£250.00
All required tenants have responded		Cancel Changeover Request	Complete Tenant Changeover

We will make payment to the outgoing tenant(s) and move the remaining funds to a new deposit account within SafeDeposits. We now need to know:

- the amount of the new deposit and start date of the tenancy;
- if there are any incoming tenants.

- NEWS
- ABOUT US
- INFORMATION
- CAREERS

- MY OPTIONS
- MY DETAILS
- VIEW DEPOSITS
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Complete Tenant Changeover

The tenant changeover for DAN17729 is complete, we will make payment to the following tenant(s) within 5 working days:

- Ms Joanna Bloggs Amount £250.00

We have moved the remaining funds to a new deposit account. The new deposit number is **DAN100276**.

Please enter new values for the new 'amount of deposit as stated in the tenancy agreement', and the new 'tenancy start date', below. Then continue to add any incoming tenants, if relevant. Don't forget to issue the incoming tenant with the prescribed information, which will be available to download after you have added the tenant.

	Previous	New Agreement
DAN	DAN17729	DAN100276
Amount stated in Tenancy Agreement	£500.00	<input type="text" value="250.00"/>
Tenancy start date	03/09/2012	<input type="text" value="12/07/2013"/>
Tenants		
Lead Tenant	Mr Joe Bloggs	Mr Joe Bloggs
Tenant 2	Ms Joanna Bloggs	Moved out

[Confirm New Details & Add New Tenants](#)
[Confirm New Details - No New Tenants](#)

Ring
0845 604 4345
email: info@safedepositscotland.com

If adding tenants, you will be directed to the 'Add a tenant' page. If there are no incoming tenants, you will be directed to the Deposit summary page for the new deposit account. If adding any incoming tenants' deposits, you will be able to top up the new deposit account at this step.



SafeDeposits Scotland
Lower Ground
250 West George Street
Glasgow
G2 4QY

E: info@safedepositsscotland.com
W: safedepositsscotland.com
T: 03333 213 136