



# Rent Express Scheme

## Deposit Guarantee and Making a Claim

### Information for Landlords and Letting Agents



## Deposit Guarantee – Information for Landlords and Letting Agents

For tenants using the Rent Express Scheme, the Council may offer a Deposit Guarantee.

### What is a Deposit Guarantee?

- A deposit guarantee can be offered in place of the usual cash deposit required by most landlords and letting agents.
- The amount guaranteed will normally be up to the value of one month's rent.
- The deposit guarantee benefits from not having to be placed with the Tenancy Deposit Protection Scheme.
- The deposit guarantee protects landlords or agents if a tenant or their visitors cause any damage or loss to the property or its contents, which is not 'fair wear and tear'.

### What does the Deposit Guarantee Cover?

- ✓ Damage or loss to the property caused by an act of neglect by the tenant and or his/ her visitors during the tenancy normally up to the value of one calendar month's rent.

### The Deposit Guarantee does not cover:

- X The depreciation of items due to fair wear and tear.
- X Damage or loss in communal areas, where the tenant is sharing facilities.
- X Rent arrears (but see Rent Guarantee leaflet).
- X Arrears of gas, electricity, oil, water, service charge or council tax.

### Are there any other conditions?

**Yes** – you must:

- Inform the Tenant and Landlord Liaison Officer (TLLO) as soon as you become aware of any damage or loss caused by the tenant.
- Keep any damaged items, take photographs and allow the TLLO to visit the property to inspect any damage to the property before repairs are carried out.
- Inform the TLLO of when you are due to carry out an end of tenancy inspection, give at least 7 days notice where possible. The TLLO may ask to carry out a joint end of tenancy inspection with the landlord and tenant.
- Provide the TLLO with a detailed written inventory of the property, its contents and condition at the start and end of the tenancy signed by you and the tenant. If you do not this could effect any claim you make on the Deposit Guarantee.

- In the event of a claim for theft by the tenant, report matters to the police and obtain a crime number.

### **How does the landlord make a claim on the Deposit Guarantee?**

- You must inform the TLLO and complete and return the enclosed claim form within 14 days of becoming aware of any damage or loss, becoming aware of the tenant leaving permanently or the tenancy ending.
- Provide receipts where possible showing the value of the item(s).
- Provide at least 2 quotes for the cost of work to repair or replace items and details of any crime numbers.

### **Failure to do the above may invalidate the Deposit Guarantee claim.**

### **What happens when the Housing Advice Team (HAT) receive the claim form?**

When the claim form has been received:

- The TLLO will investigate the claim.
- The TLLO will contact you to arrange a visit if they have not attended the end of tenancy inspection.
- You and the tenant will be contacted to discuss the claim prior to the TLLO making a decision.
- A decision will normally be made within 10 working days of inspecting the property and receiving the claim form and supporting information from the landlord or letting agent and tenant.
- The landlord/letting agent and tenant will be informed of the decision in writing.
- If the claim is approved, we will normally make a payment via the BACS system within 5 days of the TLLO making a decision about the claim.
- The tenant will be contacted and asked to repay the HAT any money that has been paid out on a claim.

### **What happens if you are unhappy with a decision that we have made?**

- Contact the TLLO for more information about our decision.
- If you are still unhappy you can request a review by writing to the Housing Advice Manager within 21 days of being told of the decision.
- You will be notified in writing to explain any decision that has been made following the review.

**For more information about the Rent Express Scheme contact the Housing Advice Team at**

Stratford-on-Avon District Council  
Elizabeth House, Church Street  
Stratford-upon-Avon  
Warwickshire CV37 2HX

Telephone number: 01789 260869/ 260 844/5

Fax number 01789 260895

Email: [housingadviceteam@stratford-dc.gov.uk](mailto:housingadviceteam@stratford-dc.gov.uk)

**You can read more about the Rent Express Scheme at  
[www.stratford.gov.uk](http://www.stratford.gov.uk)**

If you find the text in this publication difficult to read we may be able to supply it in a format better suited to your needs.

Telephone 01789 267575



**Stratford-on-Avon District Council  
Enterprise, Housing and Revenues**

Elizabeth House, Church Street  
Stratford-upon-Avon CV37 6HX

Telephone 01789 267575

Facsimile 01789 260895

Minicom 01789 260747

E-mail [housingadviceteam@stratford-dc.gov.uk](mailto:housingadviceteam@stratford-dc.gov.uk)

Website [www.stratford.gov.uk](http://www.stratford.gov.uk)