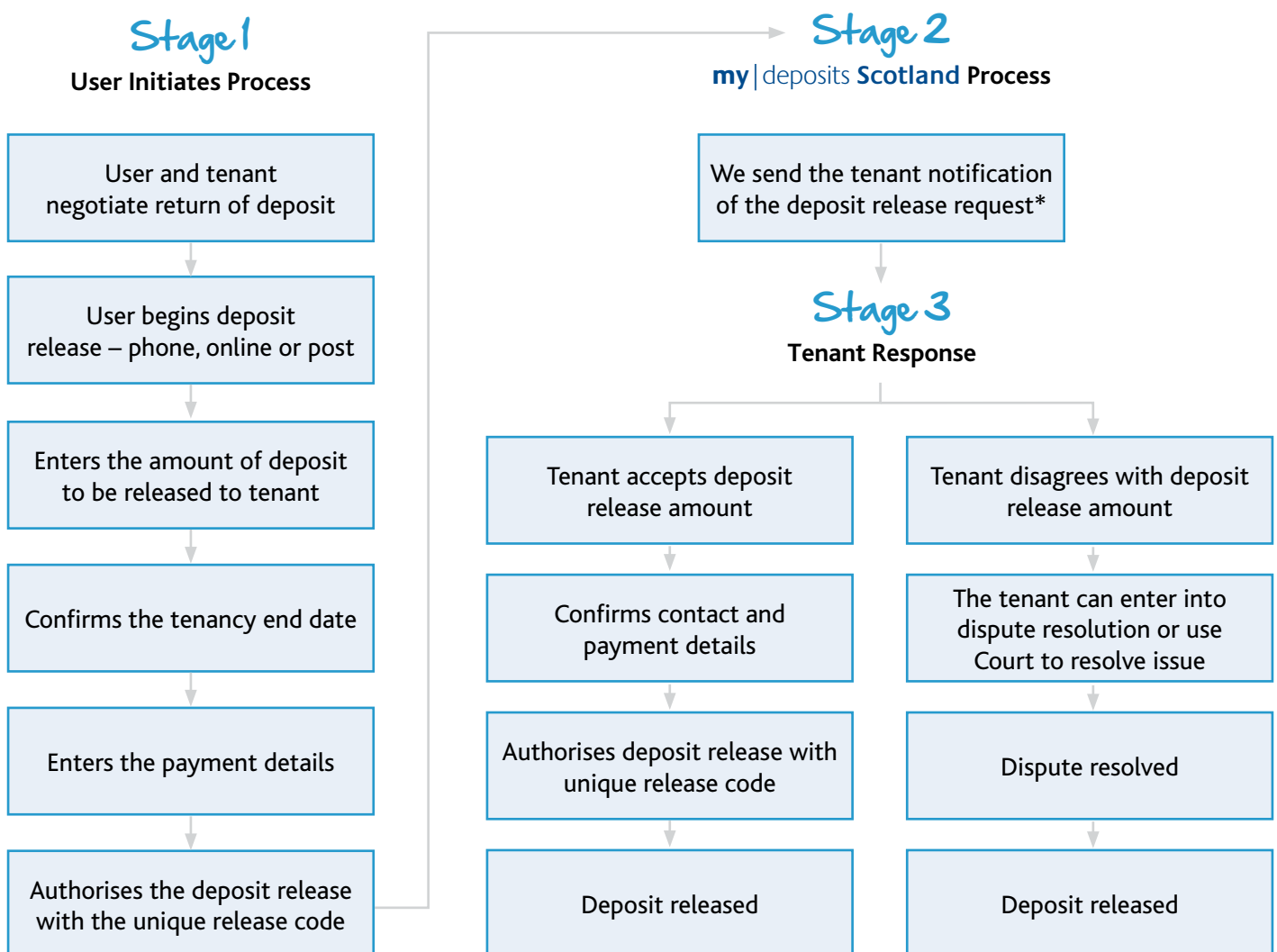


## The deposit release process

The deposit release process requires the landlord/letting agent user and the tenant to authorise the release of the deposit using unique release codes before we will return the deposit. The deposit will be released within five working days so long as you both agree with amount of deposit to be returned.

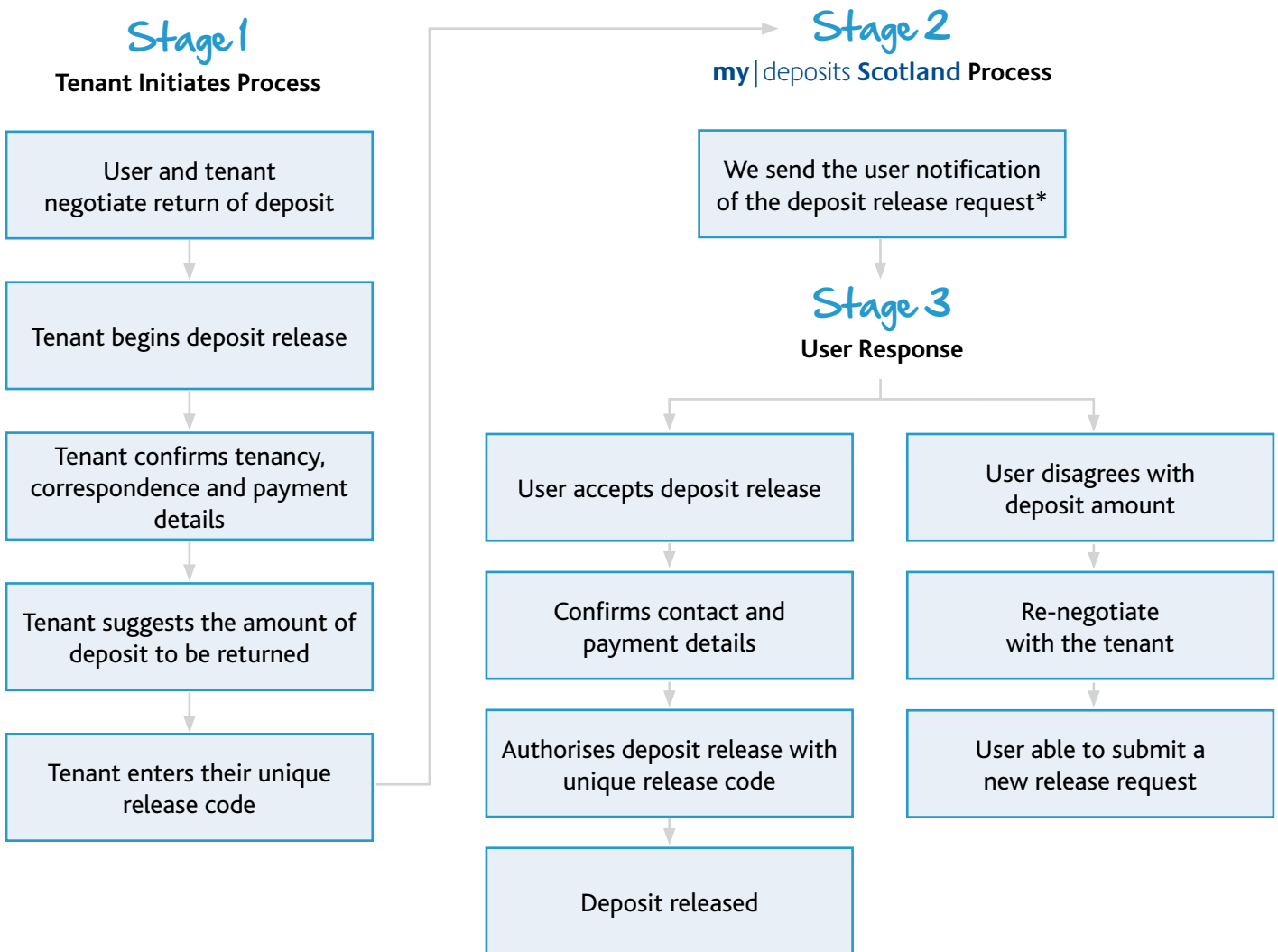
Either the **my|deposits Scotland** User or the tenant can begin the release process at the end of the tenancy. This chart shows the landlord initiated process, with the tenant on page two.

We recommend you meet the tenant at the end of the tenancy to discuss any proposed deductions that you wish to make to the deposit.



**\*Note:** If the tenant does not respond to the deposit release notification after 30 working days then we will release the deposit amount as per the user's original application. If applicable we will continue to safeguard the tenant's remaining portion of the deposit.

The process is slightly revised if the tenant initiates the deposit release:



**\*Note:** If the user does not respond to the deposit release notification after 30 working days then we will release the full deposit amount to the tenant.

*Tip: Make sure you keep hold of the unique deposit release code otherwise you will not be able to authorise the deposit release at the end of the tenancy.*

