



SafeDeposits Scotland

Dispute Resolution Form

- You are being asked to complete this form because there is a dispute over all or part of a deposit.
- Please complete and return this form to SafeDeposits, Lower Ground, 250 West George Street, Glasgow, G2 4QY.

Your details

Deposit Account Number (DAN):

Name (or company name if applicable):

User PIN (landlord or agent only)

I am the:

Landlord

☐

Agent

☐

Tenant

☐

Tenancy details

Address

Postcode

Tenancy end date (dd/mm/yyyy)

Deposit amount stated in tenancy agreement

Amount in dispute

Details of dispute

Amount in dispute

£

This is for:

Cleaning

£

Damage to Property or Contents

£

Redecoration

£

Gardening

£

Rent Arrears

£

Other – please specify:

£

If 'Other', please state reason:

Resolving the dispute

☐

I confirm that the parties have attempted to resolve the dispute and that this has proved unsuccessful.

Please explain below what steps have been taken and why this has proved unsuccessful.

Reasons for the dispute

Please state the reasons for the dispute. You must summarise the reasons here even if you attach other documents. Please continue on separate paper, if necessary.

Documentary evidence

Please show clearly the documents you are sending us to consider. Documents provided need to be clear and legible copies (PLEASE DO NOT SEND ORIGINALS AS THESE WILL NOT BE RETURNED). If the copies are not clear, it may affect the outcome of the adjudication, or there may be a delay if we have to ask for the documents to be sent again. The documents you send us will be seen by the other party(ies) to the dispute. It is your responsibility to remove anything you do not want to be seen.

The tenancy agreement (for landlords and agents – we will not be able to continue with ADR without this) ☐

Inventory/schedule of condition/check-in report for the start of the tenancy (signed copy if available) ☐

A rent account statement for payments due and received during the tenancy and any periods for which payment was not received, if relevant ☐

Report(s) of routine property visits ☐

Check-out report/schedule of condition for the end of the tenancy (signed copy if available) ☐

Any vacating instructions ☐

Copies of any relevant correspondence, including emails ☐

Any estimates, invoices and receipts in support of the amounts claimed from the deposit ☐

Photographs/videos/DVDs/CDs, dated, signed and labeled to refer to a specific claim and other documents ☐

Other (please specify what these are) ☐

Declaration

By agreeing to the items listed below, you will give authority to SafeDeposits to consider your dispute.

- I would like the independent adjudicator to consider this dispute.
- I agree to co-operate with the adjudication process.
- I agree that the decision of the independent adjudicator will be final, subject to the review process.
- I consent to SafeDeposits sharing this form and any supporting documents with the other party(ies) in the dispute, the adjudicator and to anyone else involved in resolving it.

I agree to the above and confirm that I believe that the facts as stated in this form are true.

Signature

Date



SafeDeposits
Scotland

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