

# Rent Deposit Guarantee Scheme

## Information for Landlords

### Purpose of the Scheme:

- The Rent Deposit Guarantee Scheme is designed to offer prospective tenants a degree of flexibility in the choice of area and type of property that best meets their needs, but who may not have immediate access to funds for a deposit.
- To allow Aberdeenshire Council to work in partnership with Landlords to meet the demand for housing and to establish good working relationships.

### What is a Rent Deposit Guarantee Scheme and how does it work?

A deposit guarantee is not an exchange of money. Aberdeenshire Council offers to act as guarantor for the deposit for the tenant. This guarantee lasts for the lifetime of the tenancy. Provided the guarantee covers the full amount of the deposit, as no money is being paid for a deposit to the landlord, then use of a Tenancy Deposit Scheme is not required.

If you would like further information on your rights as a landlord, this can be found here:

[Private landlords - renting your property out - Aberdeenshire Council](#)

[Being a landlord in Scotland - mygov.scot](#)

### How Much Can a Deposit Be?

Every year the Department of Work and Pensions (DWP) sets Local Housing Allowance Rates (LHA) for every local authority area. These rates are used to check whether a property is affordable for each tenant, when making an application for a deposit, whether a tenant is working or not. A link to the current LHA rates for Aberdeenshire is here

[Local Housing Allowance for 2024/25 - Aberdeenshire Council.](#)

In some cases, a tenants desired number of bedrooms will not meet the number they can rent under the DWP rules. It may be helpful for you to understand how many bedrooms a tenant is entitled to is assessed, so a link to a calculator providing this information is here:

[Calculate how many bedrooms you are eligible for : DirectGov - LHA Rates \(voa.gov.uk\).](#)

The deposit guarantee can also be used as part-payment towards a larger deposit. An Affordability Assessment will be done by Housing Staff with tenants in these cases. Any costs over and above the guarantee will be paid directly to landlords, by the tenant, to be placed into one of the national tenancy deposit schemes.

During the tenancy both parties can access free housing advice and support to resolve any issues that may arise, and to promote tenancy sustainability.

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## Who is eligible?

- Anyone who has approached the Housing Options Service, and agreed to the Service
- Prospective tenants must be resident within Aberdeenshire at the time of application. Exceptional circumstances will be considered
- Prospective tenants must be able to meet the monthly rent costs

Although all circumstances are considered to prevent homelessness, an applicant with an outstanding debt due to a claim being made by a landlord for a previous tenancy under the Scheme, will not be considered.

## Application Process

Once an application for the Scheme has been completed with a prospective tenant, you will then be contacted to be advised of this, and to ensure you agree. This is followed up with an email to you detailing all information required to process a tenants application:

- A copy of the tenancy agreement (preferably in Word format initially)
- A copy of any gas safety certificates, if applicable
- A copy of the landlord insurance for the property
- A copy of any Electrical Installation Condition Report (EICR)
- A copy of any PAT certificates, if applicable
- An inventory or check-in report. If you require further help with this, please contact staff, or see the link provided below  
[Inventories and reports - SafeDeposits Scotland](#)

While the application is being processed, tenants are advised not to sign any tenancy agreement or pay any money until all checks have been completed by Housing Staff. Once these checks are done, a letter will be sent to you and the tenant advising on how much the Guarantee is, the date it starts, and contact details of Housing Staff in case issues arise during the tenancy.

## Making a Claim

If you wish to make a claim at the end of the tenancy against the deposit, this must be done within 6 months of the tenancy ending. Any repayments from the deposit you receive, will be equal to, or less than the deposit guaranteed. You have the right to apply to the Housing and Property Chamber First Tier Tribunal to claim any costs over and above this.

***Please note, that Aberdeenshire Council does not make any recommendation on the suitability of a tenant and landlord's would be advised to conduct their own reference and affordability checks if required***

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## Making a Claim

### Introduction

Landlords can make claim against the Deposit Guarantee at the end of a tenancy. A Claim Form can be requested by emailing [changeandvoids@aberdeenshire.gov.uk](mailto:changeandvoids@aberdeenshire.gov.uk)

Claims against the deposit guarantee must be made within 6 months of the tenancy ending, and any repayments made will be equal to or less than the deposit guarantee amount only. Landlords can apply to the Housing and Property Chamber First Tier Tribunal to claim any costs over and above the amount paid against the claim.

Any amount paid to a landlord will be recharged to the tenant. Any tenant who is recharged for any deposit claim made, will be unable to use the Rent Deposit Guarantee Scheme again until the amount has been repaid to Aberdeenshire Council. A payment arrangement can be provided.

### Information Required to Assess Claim

We can only process a claim request once the landlord has provided the following:

- A Claim Form
- A copy of any check-out report or inventory. It is advisable this is undertaken with the tenant, where possible
- Any photographs must be dated, and detail what is actually being displayed
- Any correspondence between the landlord and tenant during the tenancy, including emails, text messages, social media posts, etc, if relevant to the claim
- We will use information and a Betterment Formula provided by Safe Deposits Scotland for any claims for damage to household goods, including carpets, kitchen worktops, etc. This information can be found here:

[Product lifespans - SafeDeposits Scotland](#)

### Claims Process

When we receive a claim from a landlord, we then contact the tenant to let them know. We will tell them the reason for the claim, the amount being claimed, and provide them with any evidence we receive to support the claim. Tenants have 14 days to raise a dispute in writing. If the tenant does not respond, we will likely pay the money to the landlord. However, all claims will be properly assessed beforehand.

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If a dispute is raised, then only information pertaining to the claim received is considered. If the tenant complains about other issues that occurred during the tenancy this is not

acknowledged unless relevant to the specifics of the claim. The landlord is notified of what is being disputed.

If the landlord, or tenant, are unhappy with how the Claim has been handled, a complaint can be made by contacting our Feedback Team. Further information is provided here

[Have Your Say guide and complaints process - Aberdeenshire Council](#)

We cannot consider claims against the deposit guarantee for

- Unpaid Utility Bills
- Court fees
- Damage to communal areas
- Normal wear and tear

We can consider claims for Cleaning and Garden Maintenance on a case-by-case basis.

***Please be aware that any tenant who is recharged for any deposit claim made will be unable to use the Rent Deposit Guarantee Scheme again until the current debt has been paid. A Payment Plan can be considered, if required.***

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*Did you know that Aberdeenshire Council offers a free property advertising page for landlords. Please see our webpage here - [Private Rented Sector Advertising Aberdeenshire - Aberdeenshire Council](#)*

*For further information about this or the Rent Deposit Guarantee Scheme (RDGS) please contact [changeandvoids@aberdeenshire.gov.uk](mailto:changeandvoids@aberdeenshire.gov.uk) or telephone [01467 538559](tel:01467538559)*