

Rent Deposit Guarantee Scheme

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

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.

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

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 businessperformanceanddevelopment@aberdeenshire.gov.uk or telephone [01467 538559](tel:01467538559)

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tenancy this is not acknowledged unless relevant to the specifics of the claim. The landlord is notified of what is being disputed.

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

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:

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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