

# Deposit Protection Scheme Procedures

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None	Not applicable

## Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

## Consultation

The following were consulted during the development of this document:

Author: Jackie Ellis Accommodation Assistant Manager  
 Approval Date: [Month year \(in YYYY format\)](#)  
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## **Deposit Protection Scheme Procedures**

The following were consulted during the development of this document:

- Accommodation Manager – Manager of NNUHFT Residencies
- Assistant Accommodation Manager – Assistant to Manager of NNUHFT Residencies
- Finance Officer – responsible for financial procedures between residents and NNUHFT Residences
- Maintenance Supervisor – responsible for the maintenance of the accommodation buildings
- Housekeeping Supervisor – to maintain a high level of cleanliness throughout the accommodation buildings

### **Monitoring and Review of Procedural Document**

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous however as a minimum will be achieved at the point this procedural document requires a review e.g. changes in legislation, findings from incidents or document expiry.

### **Relationship of this document to other procedural documents**

This document is a standard operating procedure (SOP) applicable to Accommodation at NNUHFT

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# Deposit Protection Scheme Procedures

## 1. Introduction

### 1.1. Rationale

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUHFT) Residences provides accommodation for its medical/administrative staff, NICU parents, visiting scientists/research fellows and visitors. The accommodation is provided either on a short term (nightly) or long term (stays over 28 days) basis.

As stated by government legalisation, all landlords taking deposits from tenants on assured shorthold tenancies in England and Wales must use one of the approved custodial deposits schemes (TDP) which DPS is. The NNUHFT as a Landlord, has legal obligations as set out in the Housing Act 2004, to ensure the tenants deposit is protected lawfully.

The deposit scheme was introduced to recoup some of the costs associated when rooms were left damaged and required repair or refurbishment.

### 1.2. Objective

The aim of this SOP is to provide appropriate detailed procedures to enable the designated office staff to process deposits for tenants staying within the NNUHFT Accommodation.

Recording correctly on Deposit Protection Scheme Website

- Procedure for sending, recording for finance
- Allocation of deposits
- Assessing rooms for refunds on tenants' departure
- The refunding of tenant's departure or claim against tenants' deposit

### 1.3. Scope

The document applies to the named staff working in the Accommodation Office and Finance Department, who may be involved with Deposit Protection Scheme

### 1.4. Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
NNUHFT	Norfolk and Norwich University Hospitals NHS Foundation Trust
DPS Account	Deposit Payment Scheme
Rental Deposit	Sum of money paid as a pledge of contract

## 2. Responsibilities

Accommodation Manager - To manage all aspects of arrears procedures in the absence of the Finance Officer

Accommodation Finance Officer – To manage all aspects of arrears procedures

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Assistant Admin Manager - To manage all aspects of arrears procedures in the absence of the Finance Officer

### 3. Processes to be followed

#### 3.1. Who is to pay

All tenants staying over 6 months on AST (Assured Shorthold Tenancies) are required to pay a deposit of £570 which will be returnable when the tenant vacates the premises less any dilapidations or other charges if appropriate.

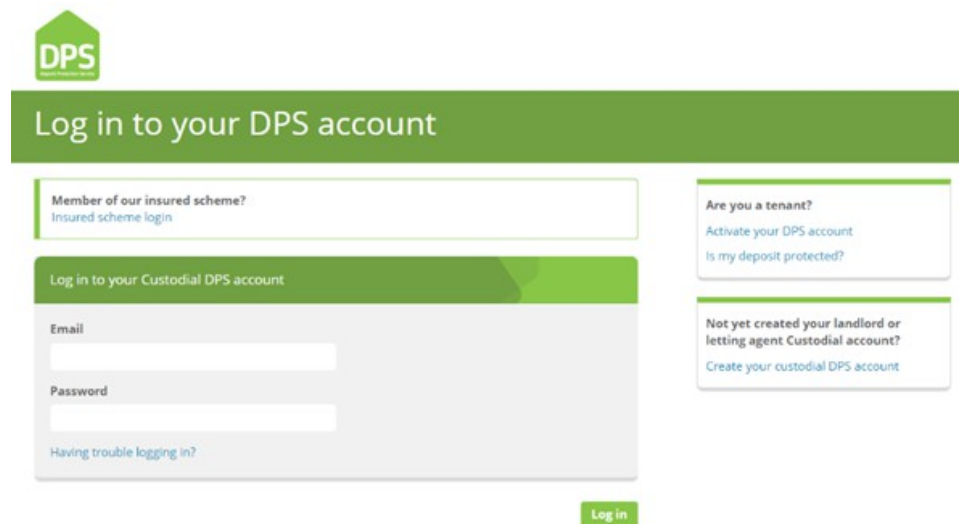
#### 3.2. Taking Tenants Rental Payment

Tenants' rental deposit is taken prior to commencement of stay. The rental deposit is recorded on Cash Sheet under column H marked as "Deposit".

Log into DPS account <https://myaccount.depositprotection.com/#Login>

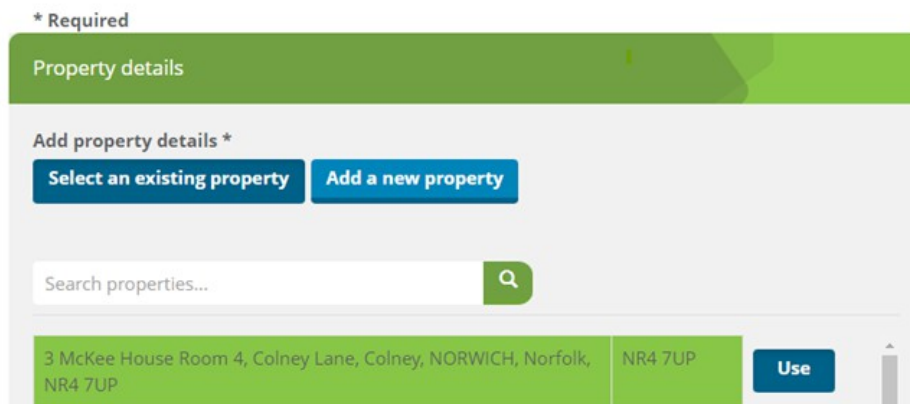
Procedure as follows:

#### Step 1



The screenshot shows the DPS login interface. At the top left is the DPS logo. Below it is a green header with the text "Log in to your DPS account". The main content area is divided into two columns. The left column has a box for "Member of our insured scheme? Insured scheme login" and a larger box for "Log in to your Custodial DPS account" which contains fields for "Email" and "Password", a "Log in" button, and a link for "Having trouble logging in?". The right column has two boxes: "Are you a tenant? Activate your DPS account Is my deposit protected?" and "Not yet created your landlord or letting agent Custodial account? Create your custodial DPS account".

#### Step 2



The screenshot shows the "Property details" page in the DPS system. It features a green header with the text "\* Required" and "Property details". Below the header is a section titled "Add property details \*" with two buttons: "Select an existing property" and "Add a new property". There is a search bar with the placeholder text "Search properties..." and a magnifying glass icon. Below the search bar, a property listing is shown: "3 McKee House Room 4, Colney Lane, Colney, NORWICH, Norfolk, NR4 7UP" with a "Use" button to its right.

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## Step 3

### Tenancy details

**Rent amount \***  
£  Monthly

**Tenancy start date \***

**Tenancy duration in months \***

---

For tenancies in England, the maximum deposit value you can legally take from your tenant is capped at the value of five weeks' worth of rent for rents under £50,000 per year, or six weeks' worth of rent where annual rent is £50,000 or over.

**Deposit amount \***  
£

**Date deposit paid to landlord or letting agent \***

---

**Tenancy reference**  
[What's this?](#)

**Number of tenants (maximum of 10) \***  
Please select:

## Step 4

[View tenancies](#) | [Create tenancy](#) | [Property portfolio](#) | [Payment summary](#) | [Your account](#) | [Log out](#)

## Create a tenancy

Thanks, that tenancy has now been added to your tenancy list under the Deposit ID **20914844**.

### What happens next?

You'll need to pay the deposit to us within 30 days of receiving it from the tenant. Once we've received the deposit and payment has cleared, it will be protected.  
You'll also need to serve the Prescribed Information to the tenant(s).

**Thank you for your feedback!**  
We appreciate your time and we will use your feedback to help us improve the DPS.

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### Step 5

**Deposit ID: 20914844**  
1 Bulman House Room 2, Colney Lane, Colney, NORWICH, NR4 7UU | Kavishi Sheth

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**Deposit not protected**  
Awaiting deposit payment

**Confirm deposit amount and select payment method**

For tenancies in England, the maximum deposit value you can legally take from your tenant is capped at the value of five weeks' worth of rent for rents under £50,000 per year, or six weeks' worth of rent where annual rent is £50,000 or over.

**Deposit amount**  
£550.00

**Date deposit paid to landlord or letting agent**  
08/11/2022

**Payment methods**

Bank transfer
Debit card

### Step 6

Complete Accounts Payable – Payment Request Form Finance Department

<b><u>Please ensure that all mandatory fields* are typed and fully completed. Any hand written or incomplete forms will be returned.</u></b>	

Requested By: *	Department *	Contact Number *	Backing documents * (please delete as appropriate)
Sarah Smith	Residencies	01603 287827	

Supplier Ref (where known)			
Payee *	Computershare Investor Services Plc Sort Code 62 30 89 Account No: 96262546		
Payee Address *	The DPS		
	The Pavillions, Bridgewater Road		
Town/City *	Bristol		
Postcode *	BS13 8AE		
Document Reference * (20			

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characters max)			
Reason for payment *	Tenants name... Room number Rental Deposit		
Cost Centre *	Account	Analysis Code (if applicable)	Total *
273275	7327		£570.00
Document total: *			570.00
Approver level 1 *	Print name *	Date *	
	Name of Accommodation Manager		
Finance Approver (if required)	Print name *	Date	

### Step7

Once deposit form has been submitted DPS they will send a confirmation email as below, print off and add to tenant's file.



Dear Sarah

Thanks for choosing to pay the deposit for the tenancy below by bank transfer.

Payment amount £550.00

Tenancy address: 1 Bulman House Room 2, Colney Lane, Colney, NORWICH, NR4 7UU, United Kingdom.

Deposit ID: 20914844

**You now need to contact your bank and follow these steps to create your payment.**

1. Arrange a bank transfer for £550.00 using our account name: Computershare Investor Services PLC; our sort code: 62-30-89; and account number: 96262546.
2. Record the reference 20914844 on your payment so we can automatically allocate it to the tenancy.
3. Confirm and send your payment.

Once we've received the payment, we'll try to allocate the money to the tenancy. If for some reason we can't do this, we'll contact you to ask you to manually allocate the payment. Until we've received the payment and it's been successfully allocated to the tenancy, the deposit will not be protected.

Kind regards

The DPS team  
[www.depositprotection.com](http://www.depositprotection.com)



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### 3.3. Deposit Protection Scheme – Allocating Rental Deposit

Once rental deposit has been paid by the Finance Department DPS will send an email notification to allocate funds.

To ensure deposits are protected, you now need to log into DPS account and allocate deposits payment to the appropriate account, follow steps as below:

1. Log into DPS account <https://myaccount.depositprotection.com/#Login>
2. At the top of Dashboard click on tab - unallocated funds
3. Click 'Allocate Now' and follow the online prompts to match the unallocated payments to the correct tenancies

The screenshot shows the 'Allocation tool' interface. At the top, a green header reads 'Allocation tool'. Below it, a notification box states: 'Your payment of £550.00 has been successfully allocated.' A blue button labeled 'Return to tenancy list' is positioned below the notification. A text box explains: 'Here you can pay outstanding deposits by using the unallocated payments that the DPS have received from you by selecting the payment and the deposit(s) that you wish to allocate together.'

The interface is divided into two main sections:

**1. Unallocated payments received**

Reference	Date received	Value	
DPS0975-24224	16/11/2022	£550.00	Selected

**2. Deposits needing paying**

TOTAL PAYMENTS SELECTED	£550.00
TOTAL DEPOSITS SELECTED	£0.00

**3. Your comment**

Optional comment to explain why the selected payment is being used to pay the selected deposit(s).

At the bottom, there are two blue buttons: 'Return to tenancy list' and 'Confirm allocation'.

4.

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## Print Deposit Certificate

Your deposit certificate



Deposit Protection Service <DPS@depositprotection.co.uk>  
To Accommodation Office (NNUHFT Shared)

Follow up. Completed on 17 November 2022.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Sarah

Thanks for protecting the deposit of £550.00 for 1 Bulman House Room 2, Colney Lane, Colney, NORWICH, NR4 7UU, United Kingdom with us.

We've created your certificate of Tenancy Deposit Protection which you can view by clicking the link below.

[Deposit Certificate](#)

Deposit ID: 20914844

Kind regards

The DPS team  
[www.depositprotection.com](http://www.depositprotection.com)

### 3.4. Tenants Departure

When a tenant gives formal notice to leave (who have paid a deposit) a pre void room inspection is carried out. The inspection is carried out against the tenant's room inventory which is checked and signed on arrival to the accommodation. Once the pre void inspection has been carried out and the inventory check report confirmed that the room and contents have been left in a satisfactory condition, the tenants deposit must be returned within 10 days.

To refund a tenants deposits login to DPS, follow steps below:

- Click on view tenancies
- Select tenancy
- Click on "Return full deposit"
- Click on submit deposit

Excluding long term wear and tear, when the pre void inspection is carried out and damaged has occurred, appropriate charges will be deducted from the tenant's deposit, as per deposit deduction charging list below:

Item	Charge
Bathroom Floor replacement	£220
Carpet	£450
Mini Fridge	£135
TV	£185
Double Bed	£170
Mattress	£150
Mirror Bathroom	£80
Mirror Bedroom	£160
Desk Chair	£100

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Deep Clean of Room	£60
Redecoration	£150 including labour

To make a claim from a tenant's deposit contact DPS, you will then be guided through claim procedure.

#### 4. Training & Competencies

Training and login details are given to nominated office staff.

#### 5. Monitoring Compliance / Audit of the process/policy principles/service to be delivered

Compliance with the process will be monitored through the following:

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
Is this step-by-step guide still relevant and current?	Carry out sample testing of procedures -3 samples per member of office staff	Accommodation Finance Officer	Estates and Facilities	6 months before renewal date

The audit results are to be discussed at the Estates and Facilities Governance Group meeting when required to review the results and recommendations for further action.

#### 6. Appendices

There are no appendices for this document.

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### 7. Equality Impact Assessment (EIA)

<b>Type of function or policy</b>	New
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<b>Division</b>		<b>Department</b>	
<b>Name of person completing form</b>		<b>Date</b>	

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	No
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age			No	No
Marriage & Civil Partnership			No	No
<b>EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR or see EDS2 plan)?</b>				

<ul style="list-style-type: none"> <li><b>A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty</b></li> <li><b>Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service</b></li> <li><b>The policy or function/service is assessed to be of high significance</b></li> </ul>
<b>IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED</b>
<p><b>The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best practice guidance.</b></p>