

Deposit Protection Scheme Procedures

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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Printed copies of this document should be considered out of date.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:

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- Accommodation Manager – Manager of NNUHFT Residencies
- Assistant Accommodation Manager – Assistant to Manager of NNUHFT Residencies
- Finance Officer – responsible for financial procedures/transactions between residents and NNUHFT Residences and Finance Department
- 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 Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUHFT); please refer to local Trust's procedural documents for further guidance.

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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. The NNUHFT Residences are registered with DPS – Deposit Protection Scheme. 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 by a tenant 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 Residences.

Recording correctly on Deposit Protection Scheme Website

- Procedure for registering a tenant's deposit with DPS, recording tenants' individual deposits details and sending the appropriate information to Finance Department.
- Allocation of deposits.
- Assessing rooms for refunds on tenants' departure – pre void inspections.
- The refunding of tenant's deposit on 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 are responsible for the registration of tenant deposits with DPS.

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	Deposit Payment Scheme
Rental Deposit	Sum of money paid as a pledge of contract
SOP	Standard operating procedure

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2. Responsibilities

Accommodation Finance Officer – To manage all aspects of tenant deposits.

Assistant Accommodation Manager/ Nominated staff member - To manage all aspects of tenants' deposits 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 £750. The deposit will be refunded to the tenant once the pre-void inspection of their room has been carried out and keys have been returned to the accommodation office, less any dilapidations or other charges if appropriate.

3.2. Taking and recording tenants' deposits.

A tenants' rental deposit is taken prior to commencement of stay. Once a tenant's deposit has been registered with DPS an individual ID number is generated. The rental deposit amount and tenants individual deposit ID number is to be recorded on the cash sheet under column H marked as "Deposit". The tenant's deposit ID must also be logged on Resmanager under their room booking by the Finance Officer. In addition, as part of a cross referencing process a nominated member of office staff is to carry out a weekly check that all deposit ID numbers are recorded correctly. The Finance Officer will also, check monthly that all deposit details and monies have been recorded correctly.

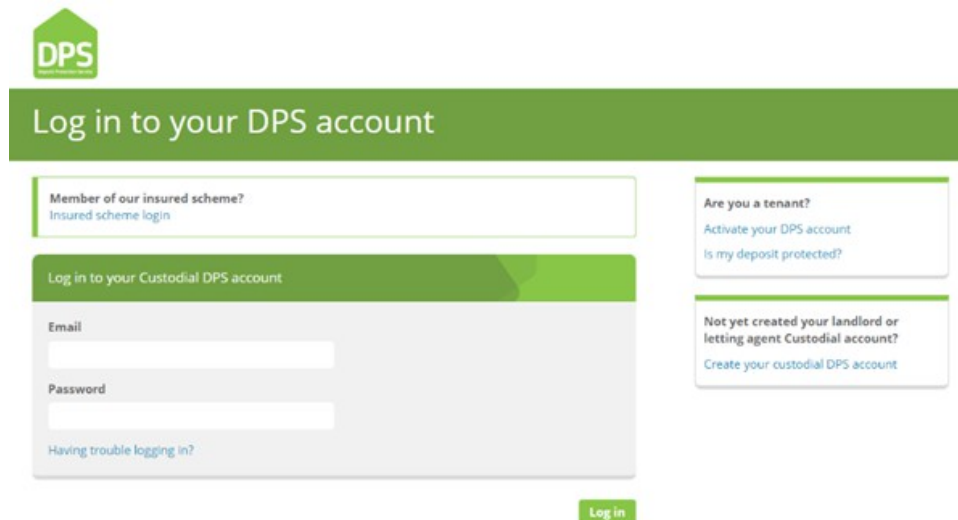
Procedure for registering a tenant's deposit with DPS

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

Process as follows:

Step 1

Complete all boxes as required.



The screenshot shows the DPS login interface. At the top left is the DPS logo. Below it is a green banner with the text "Log in to your DPS account". The main content area is divided into two columns. The left column contains a box for "Member of our insured scheme? Insured scheme login" and a larger box for "Log in to your Custodial DPS account". The latter box has fields for "Email" and "Password", a "Log in" button, and a link for "Having trouble logging in?". The right column contains 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".

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Step 2

* Required

Property details

Add property details *


[Select an existing property](#) [Add a new property](#)


Search properties... 

3 McKee House Room 4, Colney Lane, Colney, NORWICH, Norfolk, NR4 7UP	NR4 7UP	Use
--	---------	---------------------

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: 

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Step 4

The screenshot shows the 'Create a tenancy' page. At the top, there is a navigation bar with links: View tenancies, Create tenancy, Property portfolio, Payment summary, Your account, and Log out. Below the navigation bar is a green header with the text 'Create a tenancy'. The main content area has a green box with the text: 'Thanks, that tenancy has now been added to your tenancy list under the Deposit ID 20914844.' Below this is a green box with the text: 'What happens next?'. The text below this box says: '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).' Below this text is a green box with the text: 'Thank you for your feedback!'. Below this box is a white box with the text: 'We appreciate your time and we will use your feedback to help us improve the DPS.'

Step 5

The screenshot shows the 'Confirm deposit amount and select payment method' page. At the top, there is a green header with the text 'Confirm deposit amount and select payment method'. Below the header is a white box with the text: 'Deposit ID: 20914844' and '1 Bulman House Room 2, Colney Lane, Colney, NORWICH, NR4 7UU | Kavishi Sheth'. Below this box is a green box with the text: 'Deposit not protected' and 'Awaiting deposit payment'. Below this box is a white box with the text: '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.' Below this box is a white box with the text: 'Deposit amount' and '£550.00'. Below this box is a white box with the text: 'Date deposit paid to landlord or letting agent' and '08/11/2022'. Below this box is a white box with the text: 'Payment methods'. Below this box are two buttons: 'Bank transfer' and 'Debit card'.

Step 6

Complete Accounts Payable – Payment Request Form, send to the Finance Department.

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Please ensure that all mandatory fields* are typed and fully completed. Any handwritten or incomplete forms will be returned.

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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 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 monies have been transferred to DPS, they will then generate a confirmation email as below, print off and add to tenant's file.

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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

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 prompts to match the unallocated payments to the correct tenancies

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Allocation tool

✓ Your payment of £550.00 has been successfully allocated.

[Return to tenancy list](#)

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.

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).

[Return to tenancy list](#)

[Confirm allocation](#)

4. 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

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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 confirmed the room and contents have been left in a satisfactory condition, the tenants deposit must be returned to them 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
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. Staff training will be recorded on the Department's Training Matrix

5. Monitoring Compliance

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
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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 monthly audit checks before renewal date
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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)

Type of function or policy	New
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Division	Corporate	Department	NNUHFT Residences
Name of person completing form	Jackie Ellis	Date	

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
EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR or see EDS2 plan)?	N/a			

<ul style="list-style-type: none"> • A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty • Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service • The policy or function/service is assessed to be of high significance
IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED
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.