Agents & Landlords - How to create a claim?

We are going to show you how to make a claim from your dashboard. Firstly, you will need to make sure your Reposit has been checked out. If you need assistance on how to do this, please refer to our previous video titled 'How to extend or check out your Reposit'.

The claim process should only be started once the tenant has moved out of the property and you have completed out a checkout report.

You will need to click on 'checked out' Reposits and start a claim from there by clicking 'add charges'.

At the top of the screen, you will be shown how many days you have left to submit the evidence for your claim.

Much like creating a Reposit, you can track your progress of uploading documents using the tracker on the left-hand side.

To start, under 'Claim items' please ensure you provide each item you would like to raise charges for.

You will need to upload specific evidence depending on the claim you are making.

If the claim is for damages or cleaning, please ensure you submit a photo of the area that needs work and a corresponding invoice for the cost of the work.

In the case of a rent arrears claim, you will need to provide proof that you have attempted to collect payment of rent and provide a full rental statement showing the entire payment history from check-in to check out.

If the tenant required a guarantor, please upload the communication had with the guarantor to chase for the outstanding end of tenancy charges.

You will also need to submit a copy of the Referencing certificate.

Lastly please ensure you upload any annual inspection reports if the tenancy surpassed 12 months.

Click 'save claim item'.

Double-check you have uploaded all the correct documentation.

You then need to upload the standard tenancy documents, this will include:

- The signed tenancy agreement
- The signed check-in inventory report

- It is crucial that there is receipt of the tenant acknowledging the inventory. This can either be in the form of a signature or email evidence of you sending the inventory with an acknowledgement disclaimer
- The checkout report

Lastly, please enter a summary of the reason you are submitting the claim. This will assist our claims team in reviewing the claim.

Tick the check box to confirm the details are correct and that you understand that inaccurate or inadequate evidence may result in my claim being rejected.

Click ‘submit claim’.

Click ‘yes’.

Once submitted, you will not be able to add any additional claim items.

You will then be redirected to the claims tab. You will be able to view all the claims that you have submitted and be able to filter these by the ‘filter by status button’ .

To understand how long your claim may take to reach a resolution, please refer to the ‘Reposit Partner Guide’ for further information.