Agents & Landlords - How to extend or check out a Reposit

If a Reposit is nearing its end date, you may want to extend or complete a check out of the Reposit.

30 days before a Reposit is due to come to an end you will start to receive communication from us. This acts as a reminder that your Reposit is coming to an end and there is an action needed from you.

To check out a Reposit, log into your dashboard and find the corresponding property, you can find this by reviewing your active Reposits.

You will need to scroll to the bottom of the page, where you will see two options, these will be to extend the Reposit or to start the checkout.

Let's start with extending the Reposit.

Once you have clicked 'extend Reposit' another box will appear where you can enter the new end date.

If the contract is a rolling or periodic tenancy, you can renew the Reposit for a further 6 or 12 months.

If the tenancy ends prior to this date log in to your Reposit dashboard and check out the property in line with the tenant.

Once you have entered the new date, click 'yes'.

You will now be able to see the new end date in the 'Tenancy details' on the Reposit.

This time we're going to check out a Reposit.

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

Once checked out the Reposit cannot be reopened.

Click 'yes' to check out the Reposit.

You have now completed a checkout.

If you decided you wanted to make a claim against the tenant, you would have 24 days from the tenancy and Reposit end date to submit this on your Reposit dashboard. Within these 24 days, you would need to submit the claim and all of the corresponding evidence. This will be covered in our next video titled 'How to make a claim at the end of tenancy'