



Offer more. Earn more.



Reposit Partner Guide

Index



Overview

4

Promoting and selling Reposit:

6

- Promoting yourself as a Reposit partner
- Getting landlords on board
- Offering Reposit to tenants
 - Reposit Switch
 - Referencing Criteria
 - Tenant Charges

End of tenancy :

17

- End of tenancy charges
- The end of tenancy process
- Evidence requirements

Disputes and Alternative Dispute Resolution (ADR)

27

Agent resources

32

1 Overview

We are thrilled to have you on board as a Reposit partner!

We created this guide because our mutual success comes from making sure you love our product and are confident in promoting it to your landlords and tenants.

At Reposit, our mission is to unlock opportunity by providing a simple, clear solution that benefits letting agents, landlords and tenants alike. Being a Reposit partner allows you to be more competitive in the market and make your clients happier.



Benefits of Reposit:



8 weeks' of cover for Landlords

8 weeks' worth of rent as cover instead of 5, 60% more than a cash deposit.



Tenants save money up-front

Only pay a 1-week Reposit fee instead of the 5 weeks' of rent needed for a cash deposit.

Benefits to you:



Earn more revenue

Earning commission through Reposit is a fully compliant additional revenue stream.



Win more instructions

Gain a competitive advantage by offering landlords 8 weeks' cover and reducing void periods.



Save admin time

Reposit saves you time compared to cash deposits. Our easy to use platform and integrations help you get the job done faster.



A trusted choice

Reposit is FCA authorised, insurance-backed and trusted by industry leading firms across the UK.

2

Promoting and selling Reposit

As your trusted partner, we have created this quick guide to help you maximise the impact of Reposit for your business. Following these steps will ensure that you, your landlords and tenants are all aware of the full benefits of Reposit, as well as the related responsibilities.

Promoting yourself as a Reposit partner

Add Reposit to your portal listings

Integrating our messaging into your listings has been shown to boost viewings by 26%. Give your properties a unique selling point by adding a Reposit 'listings badge' to your portal listings' photos. It is also worth adding *Deposit free option available* into the listing's description text.



Use window stickers

Reposit window stickers have been shown to increase 'walk-ins' from tenants who are window shopping for rental properties. If you have a shop front, the window sticker we provide is a great way of advertising that you have deposit free options available!

You can also use the small Reposit 'listings badge' to place on the listings in your branch window.

Please see the resource links at the end of the guide to download these materials.

Getting landlords on board

By being a Reposit partner you can offer more to your landlords. Here are some of the key benefits for them:

► **More cover than a cash deposit:**

The government has capped cash deposits at 5 weeks, Reposit gives 8 weeks' worth of cover, meaning landlords get 60% more protection.

► **Increased demand, fewer voids:**

Properties advertised with a 'deposit free option' will typically let quicker. Reposit helps to increase tenant demand and accelerate time to move-in.

► **Faster dispute resolution:**

If a claim goes all the way through to adjudication, Reposit will obtain a final verdict in 14 days, much faster than the traditional cash deposit schemes.

► **FCA Regulated & insurance-backed:**

All Reposits are underwritten by a leading, fully licensed insurance company. Our product is built upon a robust insurance structure in which the landlord is the beneficiary.



Landlord FAQs

If my tenants can't afford an average deposit, will they be able to afford paying rent?

All tenants using Reposit must pass an affordability check to show that their annual earnings are at least 30x the monthly rent. Also, tenants who do not need to pay a cash deposit will be more financially secure after moving in.

If my property is covered by Reposit, will my tenants be more careless towards property upkeep?

No, because the tenant remains fully liable for all dilapidations and rent arrears. Reposit will continue to pursue the tenant for any valid end of tenancy charges, even if you have already been repaid by Reposit. Our data shows that just 30% of Reposit tenancies end with any sort of charges, including cleaning. This is very similar to the national average for all tenancies.

How do I know I am going to get paid?

Reposit is fully FCA authorised. Our product is built upon a robust insurance structure in which you, the landlord, are the beneficiary. This means that once the Reposit is set up, you are directly and legally entitled to cover for all valid end of tenancy charges. Cover is provided by our insurance partner, a leading, global and fully regulated insurance company.

We've created a [handy letter](#) that you can use to inform your landlords about using Reposit.



Offering Reposit to tenants

Here is what to do to make sure you get the full benefit from offering Reposit as a deposit free option.

Learn the key selling points:

► **Reposit reduces the upfront cost of renting for tenants.**

The best way to communicate this is to simply show tenants the cost of a 5 week cash deposit Vs the cost of the Reposit fee in £'s. Up to 60% of tenants choose Reposit over a cash deposit when given the choice.

► **Reposit tenants benefit from a fairer dispute process.**

With government schemes, the lengthy dispute process often means tenants cannot afford to wait and are forced to accept unfair end of tenancy charges. With Reposit all disputes are resolved within 14 days.

► **The smart choice:** With a cash deposit their money is locked away in someone else's bank, not earning any interest. Reposit lets them unlock their cash and use it on what they want!

Mention Reposit during viewings

Peak tenant interest during viewings by mentioning that the property is available "deposit free" with Reposit.

Offer tenants Reposit leaflets

Let our digital and physical tenant leaflets do most of the explaining for you. You can mention to the tenant that we're a trusted partner that gives them the option of not having to pay a deposit. We will provide you with both physical and digital leaflets. If you run out we can always top you up, so that you can help every tenant make an informed decision.

Include Reposit into your literature

To enable tenants to make a direct choice, it is useful to include Reposit in your tenant application form or similar documents alongside a traditional deposit, where applicable.

The legal bit

Make sure tenants are aware that:

- They have the choice between Reposit or a cash deposit;
- The Reposit fee is non-refundable and just like a normal deposit they remain liable for end of tenancy charges at the end of tenancy.

Reposit Switch

Whereas a normal Reposit is offered to tenants at the start of a new tenancy, a “switchover” Reposit enables tenants to purchase a Reposit and release their cash deposit during an existing tenancy. This can be done at any point during a tenancy, or at a renewal, unlocking their money to use on what they want. This is a great product to offer to existing tenants and yes, you will earn commission on these too!

Here’s how it works.

Before a switchover

To make things simpler for agents, landlords, and tenants, there is no need to sign a new tenancy agreement or to go through referencing again in most circumstances. Before accepting a switchover, we need to confirm the following;

- **A signed Reposit addendum to the tenancy agreement (AST or PRT).** Both the landlord and tenants must sign our addendum to the Assured Shorthold Tenancy (AST) agreement to show that they are using Reposit and not a cash deposit. Switchovers require that there are no changes to the original tenancy agreement. However, if there is a rental increase at renewal, you can still apply for a switchover as long as you carry out new affordability checks.

We’ve made the Reposit Addendum available for you to download [here](#).

Eligibility

We have made it possible for tenants to switchover to Reposit at any time they like, as long as they meet the following criteria:

- The tenant(s) must not have been over 14 days late on any rent payment or have any outstanding rent arrears in the last 6 months or since the start of their tenancy – whichever is most recent.
- The tenant(s) must not have agreed upon any rent payment holidays in the last 6 months or since the start of their tenancy – whichever is most recent.
- The tenant(s) must not have had the rent increased more than 10% each year of the tenancy, unless the tenant was referenced in the last 12 months and meets the new rental affordability.
- The tenant(s) or guarantor(s) (where applicable) must have had an acceptable reference before the tenancy commenced.
- All tenants in the property must agree to use Reposit.



How to create a Reposit Switch

Once the Reposit addendum has been signed, you can create the Reposit Switch on Reposit’s platform in seconds.

First, fill in the property information section. Then, you will enter the Tenancy Details area. For a Reposit Switch, select “Existing tenancy” as shown below:

Tenancy Details

Is this Reposit for a new tenancy or an existing tenancy?

☐ New tenancy

☒ Existing tenancy

PPM

Tenancy type

☒ Fully Managed

☐ Let Only

Reposit start date

Tenancy end

Until

Under “Reposit start date” enter the date that the Reposit addendum was signed. You will then be asked to confirm that all eligibility conditions have been met by ticking in the appropriate check-boxes.

For the Reposit to be active, and to ensure that the landlord is covered, tenants will need to pay the Reposit fee. We advise you to not return the tenant’s cash deposit until the Reposit fee has been paid by all tenants.

Please note that Reposits standard evidence requirements will apply, please see page 22 for reference.

Referencing criteria

As a partner, it is your duty to carry out a comprehensive reference on all tenants. You need to obtain a reference for the tenants using an independent referencing agency that will as a minimum:

- 1. Evaluate the tenants’ credit history, including but not limited to evidence of adverse credit history such as CCJs, IVAs or bankruptcy
- 2. Carry out an identity verification
- 3. Provide an affordability check showing the Tenant’s salary to be not less than 30x the monthly rent.Sometimes a tenant may fail these required references. If they still wish to use Reposit, they can either use a UK-based guarantor that meets the above criteria, or pay six months of rent in advance. They will then be eligible to use Reposit.

Note: For full details of our referencing requirements, please see our full referencing criteria.



Tenant charges

Fee	Amount	When?
Reposit fee	1 week's rent	At the start of the tenancy, when tenants purchase a Reposit, this fee is split between all tenants.
Annual fee	£30	Every 12 months of the tenancy, to be split between all tenants.
Dispute fee (refundable)	£60	Paid by a tenant named on the Reposit if they wish to dispute end of tenancy charges. This is refunded if their dispute is successful.
Adding a tenant	£50	If there's a tenant swap or a new tenant is added to the tenancy, this will be paid only by the incoming tenant.

3 End of tenancy

End of tenancy charges

If you have a tenancy that ends with outstanding charges owed by the tenant, Reposit makes the collection and payout process very easy. Simply upload the necessary evidence via your Reposit account and we will take care of the rest!

You can easily submit end of tenancy charges and upload evidence via our platform in a **matter of minutes**.

In most cases, end of tenancy charges are paid in-full by tenants. In case tenants default and charges need to be settled by our insurer, you will always receive payment provided that:

1. the landlord is entitled to payment according to the terms of the AST and the charges are compliant with the Tenant Fees Act 2019.
2. you have submitted all the necessary evidence as per our terms and conditions.

Note that Reposit will continue to pursue the tenant for repayment even in the case that the insurer settles the claim with you. As such, it is important that you make tenants aware that they remain fully liable for end of tenancy charges.

As an FCA regulated company, we follow strict guidelines as set out by the FCA which intends to bring agents, landlords and tenants comfort that they are working and affiliated with a responsible firm that has continuous oversight from an independent consumer body.



The end of tenancy process



With Reposit, you can rely on super-fast payouts! Our average time to settle charges is **less than 20 days!** Below is some more detailed information about our end of tenancy process.

○ Tenancy & Reposit Checkout

If the tenancy ends without the need to submit charges, you can simply click the 'start checkout' button, once selected there is nothing more you need to action.

If the tenancy ended with outstanding charges, you will have **24 days** to submit these on your Reposit dashboard from the end date of the tenancy*.

** The **24 day** timeline starts from the Reposit end date or the date the Reposit is checked out, whichever comes first. Therefore, if the tenancy is continuing beyond the original Reposit end date, make sure to extend the Reposit accordingly.*

○ Charge Submission

When submitting charges, Reposit enables you to list each item individually. You do not need to upload all tenancy documents & evidence in the initial 24 days! However if you submit charges for cleaning, damage or item removal, you will need to upload the check-out report at this stage. Please also confirm that the details of any guarantors are added if they have not been already.

○ Initial Tenant Response

Once your charges have been submitted the tenant will have 7 days to respond. They can either:

- Accept and pay for the charges; Or
- Propose a settlement

Note, if the tenant fails to respond at this stage, they will be treated as if they have accepted the charges, as per Reposit's terms and conditions.

What is a proposed settlement?

A proposed settlement is when a tenant can put forward a proposed amount along with any evidence and an explanation of why they believe the charges should be reduced. Tenants can only propose a settlement **once** and must pay the proposed amount upfront.

Benefits of this: We have implemented this feature so that an agreement can be reached prior to a dispute. Tenants will have already paid for their proposed settlement, therefore we will immediately pay the amount to you should you accept.

○ Final Response

You will have 7 days to respond to a proposed settlement by either accepting or submitting a final proposal.

If you do not respond within 7 days, the proposal will automatically be rejected. The tenant will be informed their proposal was rejected and will be asked to settle the charges at the original amount submitted.

Benefits of this: If you do not agree to the tenant's proposed settlement, the option to make a final proposal gives you and the tenants a last chance to settle the charges before formal dispute resolution (which will take longer and may result in further reductions).

○ Final Tenant Response

Once the tenant receives your final offer, they will have a further 7 days to either:

- **Accept and pay for the charges**
 - ─ Funds will be transferred to you within 2-3 working days
- **Submit a formal dispute**
 - ─ Tenant will be required to pay a £60 dispute fee (refunded if their dispute is found to be valid)
 - ─ The case is then sent to an independent adjudicator who will resolve the dispute within 14 days
 - ─ Upon receiving the results, Reposit will pay the amount awarded to you upfront provided we have received all necessary evidence.

Note that if the tenant does not respond at this stage, they will be deemed to have accepted the charges. Reposit will attempt to recover the amount owed from the tenant over a 14 day period. If we are successful the funds will be transferred to you within 2-3 working days. If we are unsuccessful after 14 days, we will request payment from our insurer who will review the evidence and pay the amount owed directly to you within a further 14 days.

○ Evidence request

In the event that:

- Tenants do not respond to the initial charges raised
- Tenants do not respond to a final proposal
- Tenants raise a formal dispute

You will have an additional 30 days to submit all of your tenancy documents and evidence for your end of tenancy charges to your dashboard. You will be notified automatically and will receive 5 chaser emails to request the tenancy documents and evidence.

Note: If we do not receive all required evidence from you within the given time, we will not be able to progress your claim to our insurers or the adjudicator and the claim will be closed.

Evidence requirements

To ensure you will always receive payment, here's what you need to do.

Beginning of tenancy

- **Reference the tenant** using an independent referencing agency and ensure they meet our referencing criteria. Note that if your tenant is using a guarantor, you must provide us with their details.
- **Ensure a tenancy agreement (AST) is signed.** We need to be able to establish the contractual relationship between the landlord and the tenant, so this must always be provided. You may either sign a normal tenancy agreement and attach the signed Reposit Addendum. Or, the standard deposit clauses must be replaced with wording to cater for the use of Reposit.
- **Conduct a full inventory or "check-in report"** at the start of the tenancy and send this to the tenant giving them 48 hours to review and comment. They must sign it or else you will be asked to provide evidence that they have received it. Check-in reports must be dated, include good quality, labelled photos and provide an inventory of contents with a schedule of the condition of the property.

During tenancy

- **Conduct an annual inspection and report.** This must be done on or around the 12th month for any tenancy that exceeds 12 months in duration. If the tenant denies access you must be able to show evidence of this. If the tenant is purchasing a 'switchover' Reposit, you will need to conduct this inspection in place of the normal check-in inventory.

The annual inspection is only required for Reposits that commenced before 1st August 2021.

- **Keep records** of all communications with tenants, especially in relation to maintenance or rent arrears. Dated copies of communication between both parties will establish your version of events and can provide a better insight as to the issues during tenancy. These can be emails, letters, text messages, phone recordings or even photographic/video evidence.

End of tenancy

- **Conduct a check-out report.** A full, dated check out report (ideally photographic) must be conducted at the end of tenancy to show the state of the property at the end, and have proof that the landlord upheld their obligations to the tenant throughout. This is essential to ensure successful payment for every type of claim, even if it is for rent arrears. Date stamped and annotated photographs are crucial at this stage to act as a point of comparison. Images for damage, cleaning or item removal should be documents in the check out report. If they are not noted in the checkout report the charges will not be covered.

4

Disputes and Alternative Dispute Resolution (ADR)

Once a tenant receives notification from Reposit that they need to pay for end of tenancy charges, they may choose to raise a dispute. This section covers what happens in this scenario.

► **Collect supporting evidence for end of tenancy charges.**

Invoices/Quotes/Receipts for damage, cleaning and other charges are all important to evidence the costs owed by the tenant. Clearly itemised documents are the most useful.

► **Rent Arrears.** If you're submitting a claim for rent arrears, in addition to the above you will need to provide:

- Proof that you have chased the tenant for the rent arrears once they started to default on payment.
- Full rental statement to detail the entire payment history on the account, from the point of check-in to check-out.

► **Re-Let Fees.** Such fees must be considered "reasonable", properly evidenced with invoices or receipts, and compliant with the terms of the [Tenant Fees Act 2019](#).

Re-letting fees can only be submitted for Reposits that commenced on or after 1st August 2021.

Important note: A check-in inventory, check-out report and annual inspection report will be required even with rent arrears claims. The reason for this is that you must be able to evidence that you have upheld your responsibilities to the tenant of maintaining the property in a habitable condition, and that the tenant's free enjoyment of the property has not been impaired.

All end of tenancy charges must be notified to Reposit within 24 days following the end of tenancy.

Key facts

- ▶ Alternative Dispute Resolution (ADR) is an evidence-based dispute resolution service offered by Reposit to ensure that any disputes are resolved quickly and impartially.
- ▶ Our adjudicators are professionally qualified and highly experienced individuals. They are members of the Chartered Institute of Arbitrators and have extensive experience in providing adjudication services for the main, government-backed deposit schemes.
- ▶ Reposit's ADR process takes a maximum of **14 days**, much faster than the 4-8 weeks taken by government schemes.
- ▶ In order to submit a dispute, a tenant must provide counter-evidence and pay a **charge of £60**. This is to avoid frivolous disputes being raised.
- ▶ Once an adjudicator has reached their verdict, it is final and can only be challenged in a court of law (except for situations of manifest error).



What affects the adjudicator's decision?

Beyond reviewing the evidence, adjudicators will also consider whether any damage being claimed for is more than just "fair wear & tear". This is defined by the House of Lords as the "reasonable use of the premises by the tenant and the ordinary operation of natural forces."

This concept requires landlords to act in a reasonable manner and not claim payment for things that go above the reasonable cost of repair or replacement. Here the concept of betterment comes into play. Landlords must not financially or materially gain from the end of tenancy claims they make against tenants.

In order to assess what is a valid charge for damage or dilapidation, the adjudicator will consider:

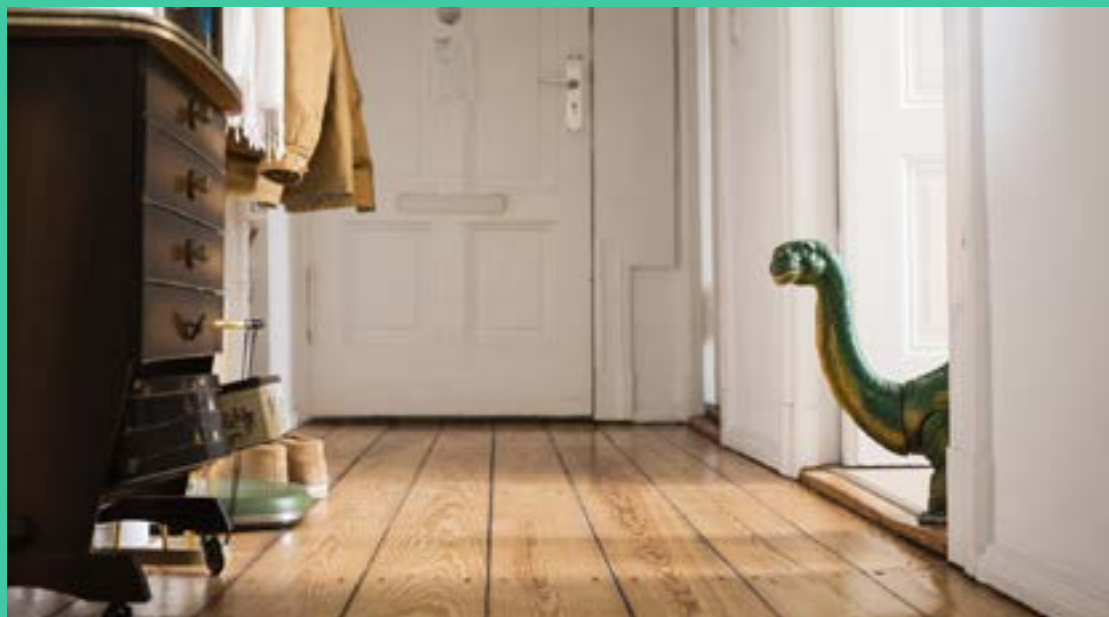
- 1. Length of tenancy** – for longer tenancies, more wear and tear would be expected.
- 2. Number and age of occupants** – more wear and tear will be expected for tenancies with a higher number of occupants or younger children.
- 3. Fair, wear and tear Vs actual damage** – this is the difference between accidental damage caused by day-to-day living, as opposed to damage caused by negligent behaviour.
- 4. Quality & condition** – the quality and condition of the original contents and decoration of the property.

It is often the case that the tenant has caused part damage and will only be required to pay an amount for the damage that they are responsible for. If damage is so severe that it warrants full replacement, the adjudicator will take into consideration the age and typical lifespan of an item before arriving at an apportioned cost.

See the example below:

Damaged bed

- a) Cost of Replacement: £500
- b) Actual Age of Bed: 4 years
- c) Average Lifespan : 8 years
- d) Residual Lifespan: 4 years
- e) Annual depreciation calculated as a) divided by c) = £62.50 per year
- f) Reasonable cost to tenant calculated as d) times e) = £250.00



Resources

► **Reposit Window Sticker** – Download [here](#)

Let customers know you're a Reposit agency with the Reposit logo window sticker.

► **Reposit Listings Badge** – Download [here](#)

Use this badge to promote your property listings with a Reposit option.

► **Reposit Landlord Brochure** – Download [here](#)

Our latest brochure for you to share with your landlords.

► **Landlord Introduction Email** – Download [here](#)

Send your landlords this email or letter to help them understand all the benefits of using Reposit.

► **Reposit Tenants Leaflet** – Download [here](#)

Our latest leaflet to be shared with prospective tenants.

► **Reposit Pitch for Tenants** – Download [here](#)

Here's our quick guide on how to explain the benefits of Reposit to tenants.

► **Reposit AST Addendum** – Download [here](#)

To be signed by both the landlord and the tenants to show that Reposit is being used instead of a cash deposit.

► **Reposit Clause for AST** – Download [here](#)

Use this if you prefer to amend the terms of the tenancy agreement directly rather than using our addendum.

► **Reposit Clause for Letting Agents' Terms of Business** – Download [here](#)

You can use this clause to adapt your terms of business to cater for Reposit.

► **Full Referencing Criteria** – Download [here](#)

You must make sure tenants meet our referencing criteria to be eligible for Reposit.

Reposit FAQ Resources – Found [here](#)

Any questions?

We're here to help:

hello@reposit.co.uk

