

Tenants – How to respond to a claim made by your agent or landlord

If your landlord or letting agent raised end of tenancy charges, you will be notified by Reposit via email.

Follow the link in your email to respond to the charges on your Reposit dashboard.

Before clicking 'respond now' you can review the details of these charges and view any evidence your agent or landlord has uploaded.

If you accept these charges, click 'yes I accept'.

You cannot go back after this step, and this response is final.

You will then reach a payment page where you will need to enter your card details to settle the charges.

Once this has been carried out and is successful, the case will be closed.

If you believe the charges that have been raised against you, are unfair, you can go ahead and dispute them by clicking 'no, I don't accept'.

It's important to note – You will be required to pay £60 to dispute these charges.

If the arbitration result is allocated wholly in the landlord's favour, you will not be refunded the £60 dispute fee.

If the claim is found to be in your favour, and you are required to pay a lesser amount or none at all, the £60 dispute fee will be refunded back to you on the same date the result is issued by arbitration.

However, if the arbitration result is a lesser amount, you will still be required to pay for the end of tenancy charges as you are still liable for them.

If you decide that you would like to continue to dispute the claim, click 'yes'.

You are now given the opportunity to enter a reason for the dispute.

You will also need to upload evidence to support your dispute. This can include items such as email correspondence with your agent or landlord, or photos of the property.

Once you have submitted the information, you will be required to pay the £60 dispute fee.

Enter your card details - remember, this must be your card and no one else's.

Once complete, your claim response will be sent off to be independently arbitrated. Once a result has been issued, you will be forwarded this information by our claims team.

Once complete, your claim response will be sent off to alternative dispute resolution. Once a result has been issued, you will be forwarded this information by our claims team.