

The **Landlord's** Guide to **Reposit**

A new way to rent property without the hassle of a deposit:
helping you fill your properties quickly and securely.



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Reposit has provided my tenants with a more affordable option than the traditional deposit scheme and at no cost to me, the Landlord.

Alex Myers
Private Landlord

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What is Reposit and how is it different from a standard tenancy deposit?

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Step one

Tenant finds their dream rental property



Step two

Agent refers the tenant to Reposit via our platform



Step three

Tenant pays a non-refundable fee of one week's rent



Step four

Landlord covered by insurance for up to 8 week's rent

A Reposit is an alternative to the traditional tenancy deposit. With a traditional deposit, the tenant pays a large sum (usually six weeks' rent) which the landlord or letting agent is legally obliged to register with a deposit scheme (see The Housing Act 2004).

With Reposit, the tenant pays us a non-refundable service charge, equal to just one week's rent. The tenant is still liable for any damages and we will always try to recover any fair end of tenancy claims directly from the tenant ourselves and pass it along to the agent/landlord directly. However our insurance policy, underwritten by Canopus, allows us to cover the Landlord for up to eight week's of damages or rent arrears if a tenant defaults on fair payment.

Why do we need a deposit alternative?

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Paying a deposit doesn't demonstrate a tenants' ability to pay rent

With both rent prices and the cost of living rising, deposits have become larger and tenant's disposable income has become smaller. Tenants are now spending an average of half of their earnings on rent alone.

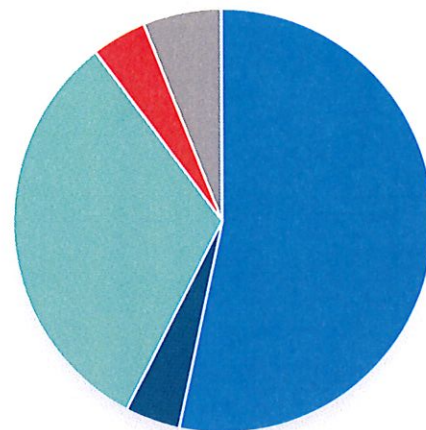
When moving home, your tenant usually pays the first month's rent upfront along with agency fees. When you add on a deposit to the value of four to six weeks', this can be a challenge even for tenants with an income suited to monthly rental payments.

Even if your tenant is able to pay these upfront costs, they may want to use the money they save on something else, such as new furniture for the property instead.

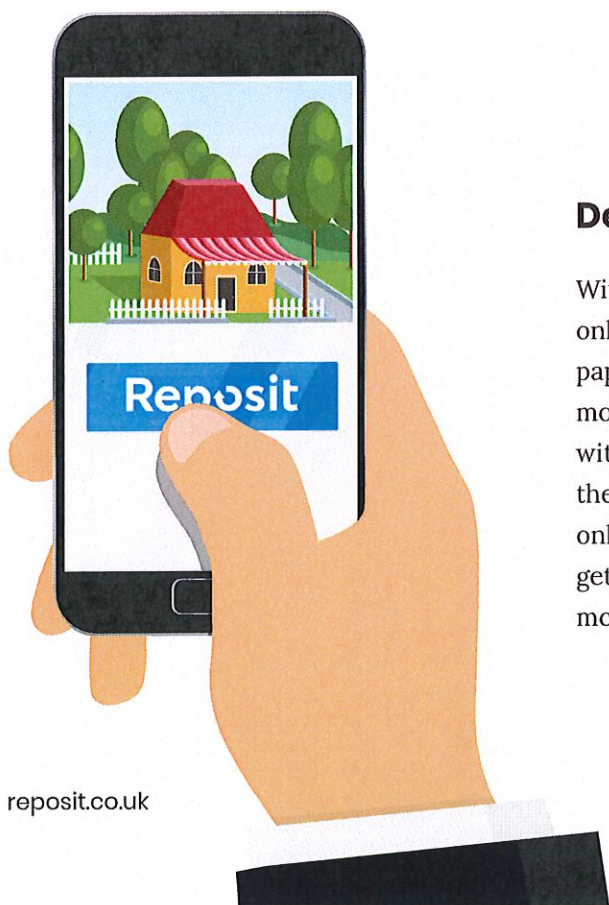
We conduct our own referencing to ensure tenants are eligible for Reposit including a full ID and credit check to highlight any negative financial history. The results are accessible for our Reposit partner agents and landlords.

Where did you find the funds for your deposit?

Reposit survey of 110 tenants September 2017



- My own Savings
- Bank/high street loan
- Borrowed from friends/family
- Overdraft facility
- Other



Deposits are a thing of the past

With the developments in technology and increasing use of online and mobile services, deposits are outdated and cause a paperwork nightmare for tenants, landlords and agents. Even more importantly, if you or your agent fail to register a deposit within the time limit, you could end up paying up to three times the deposit as compensation to the tenant. Reposit is a simple online process - it takes just minutes for your tenant to sign-up, get referenced and pay their fee. It can all be done over their mobile phone and there are no fines to worry about.

What are the benefits of Reposit for landlords?

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Attract more tenants by offering them the chance to save

By offering tenants the chance to pay less, you'll attract more tenants who may want to reduce the high upfront costs of moving. Plus, you're more likely to have a happy tenant if they can save!

All the assurances you need

We provide up to eight weeks' rent as cover for your properties. Your tenant is still liable for any damages or breaches of the tenancy agreement and pays for these at the end of the tenancy, just like with a deposit.

Fill your property quickly and lower your void periods

Reposit helps your property stand out in a crowded market and lets tenants move in faster, rather than waiting to have a large lump sum available. This means your property won't stay empty for long!

Our partner agents report that offering tenants Reposit reduces void periods by an average of 18 days.

More coverage than a cash deposit

The average cash deposit is six weeks' rent, which could be capped further by the UK government. With Reposit, landlords receive eight weeks' worth of guaranteed cover, which offers the same protection as a deposit. Not only do landlords get more security, but their tenants are more financially secure after moving in.

Void periods cost UK landlords
£3billion a year

Individual landlords lose up to
£1869 a year

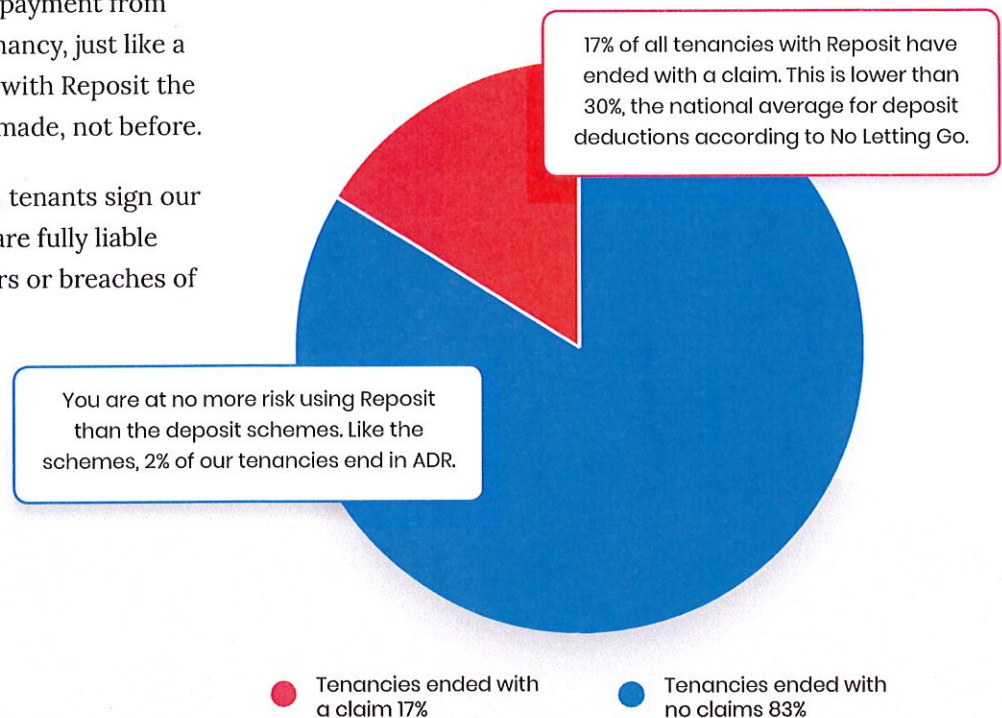
What is Reposit and how is it different from a standard tenancy deposit?

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Tenants are still liable for damages, cleaning or rent arrears. We recover payment from tenants at the end of the tenancy, just like a standard deposit. However, with Reposit the tenant pays after a claim is made, not before.

During the sign-up process, tenants sign our terms to confirm that they are fully liable for any damages, rent arrears or breaches of their contract.

Reposit End-of-Tenancy Claims Rate



Tenants are rewarded for looking after your property and penalised if they don't

We understand how a large lump sum feels like a deterrent against damaging your property. That's why we've built Reposit to reward tenants who treat properties like their own home and penalise those that don't, so that you know they are fully incentivised.

If a tenant leaves a property with no charges against them, they will benefit from a lower rate the next time they use Reposit.

If a tenant fails to pay a fair end of tenancy charge, their access to Reposit will cease and we reserve the right to take further action that may affect their credit rating in the future. Our insurance backing ensures that Landlords are paid in full regardless of whether we receive money from the tenant.

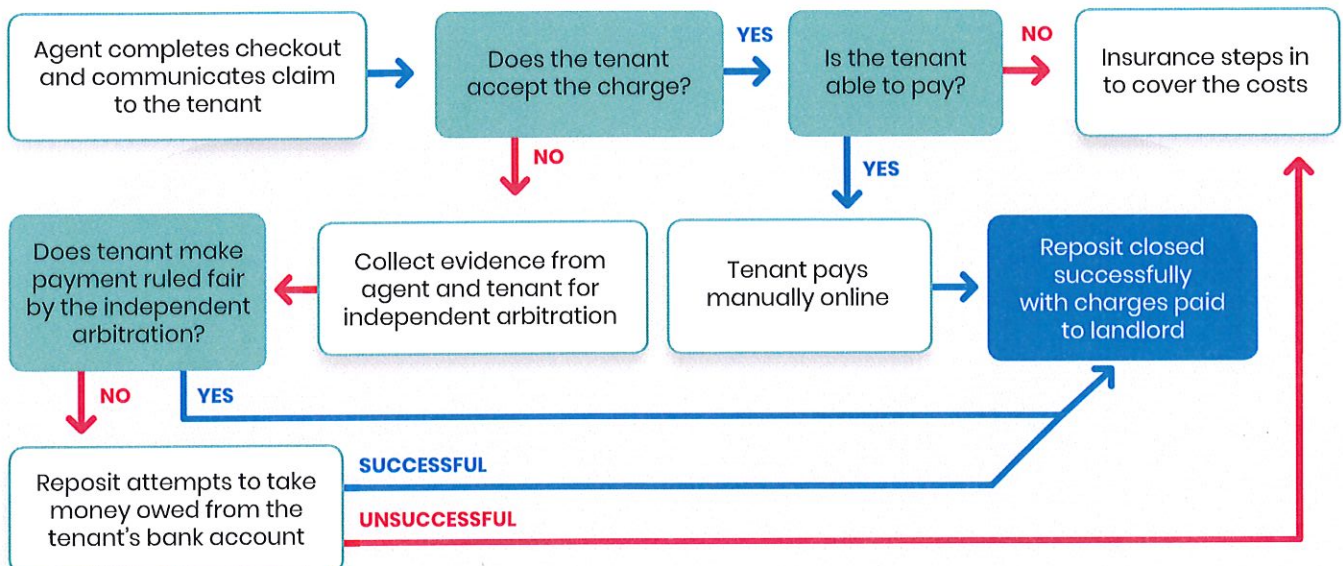
What level of cover do Reposit offer, and how do I claim for damage?

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Attract more tenants by offering them the chance to save

We will always provide eight weeks' of cover with no hidden clauses. We honour whatever is in your own contract with your tenant up to the value of eight weeks' rent. This includes, but is not limited to, any damages to the property or garden, missing items, unpaid rent and cleaning costs.

End of tenancy: claims and payment process



Once accepted, claims are always paid within 28 days

Although we always try to recover the money from your tenant first, our insurer steps in to cover the cost if the tenant is unable to pay.

Tenants are made fully aware before paying their Reposit initial charge that they may be liable to pay an admin fee for Alternative Dispute Resolution if the results are found to be wholly in the landlord's favour. The admin fee is £120 and will be added to the balance owed. This is to discourage tenants rejecting valid claims, thus insuring landlords are paid quickly and fairly.

What happens if there's a dispute?



Rest easy knowing that disputes are handled by independent dispute specialists with years of experience

If a tenant disputes a charge, the case is raised to adjudication via a third party company with 10 years' experience in dispute resolution.

The case will be reviewed by an independent adjudicator who will examine the evidence before making a decision.

On average, arbitration reaches a decision within 14 days. This decision is final and Reposit has no influence over this decision.

We use the same adjudication specialists as the deposit schemes. Our partner company is Independent Adjudication Services Limited, headed by Lisa Williamson.

Lisa is an adjudication specialist with a wealth of experience in the property industry and was a senior member on the TDS adjudication panel.



Who are Reposit's insurers and regulators?

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We're backed by Canopus, a leading insurer

Reposit are proud to be in partnership with Canopus, one of the top 10 insurers in the Lloyd's insurance market. They wrote over \$1.2 billion premium across the group in 2017. Our insurance structure means that Landlords will be paid within 28 days in the event of a tenant defaulting on any fair damages or rent arrears.

We're regulated by the Financial Conduct Authority

Reposit Group Limited (t/a Reposit) is an appointed representative of Independent Broking Solutions Limited, who are authorised and regulated by the Financial Conduct Authority under registration number 312026 to carry out insurance mediation activities. Reposit Group Limited is registered in England and Wales company number 09581330. Registered office at 8 Devonshire Square, London, EC2M 4PL.

Who are Reposit's insurers and regulators?



- Reposit is not a deposit. Reposit protects Landlords by adding you as a beneficiary to our insurance policy underwritten by Canopus Managing Agents, Lloyds Syndicate 4444. As a beneficiary you are given the protection of claiming up to 8 weeks' worth of rent in the event that your tenant causes unreasonable damage or has outstanding rent at end of tenancy and Reposit is unable to reclaim the funds within a 28 day period.
- We require all tenants (or their guarantors) to pass comprehensive referencing before purchasing a Reposit. Like the deposit schemes, they are still fully responsible for keeping the property in good condition and paying rent on time. It is only in the event that a tenant does not reimburse any fair damages or rent arrears that our insurance policy will reward you the monies accordingly.
- Arbitration is always free for our Landlords. If a tenant disputes a claim, an independent arbiter will assess and award monies based on factual evidence presented both from yourself and the tenant. If the arbiter concludes that all monies should be awarded wholly in favour of the Landlord, a £120.00 admin charge will be added to the balance owed by the tenant. This is designed to disincentivize unscrupulous disputes from tenants, given the lack of deposit in place.
- The initial Reposit service charge is valid for 12 months. Tenants are required to pay a £30 admin charge annually if they stay in the property beyond the first 12 months. It is always our responsibility to collect this charge from the tenant and will not affect your cover if the tenant defaults.
- Reposit is free to use for Landlords. Tenants are responsible for paying a service charge equal to one week's worth of rent to allow Landlords to benefit from our insurance policy.
- At end of tenancy, you may decide to claim on the Reposit. It is then the tenant's right to either agree or dispute the claim and Reposit will act as an impartial mediation platform.
- The arbiter's decision is always final and binding as outlined in your T&C's. Their decision can only be challenged in a court of law like traditional deposit schemes.
- If the tenant pays Reposit the outstanding sum within this time, we will pay the funds to you within 48 hours. The Reposit service charge is non-refundable to tenants.

Landlord FAQ's



Don't I have to take a deposit?

No, there is no obligation to take a deposit from your tenants. However, if you do take a deposit, it must be registered within 30 days with one of the three tenancy deposit schemes according to The Housing Act 2004 legislation. If it isn't protected within this time you can be fined up to three months' rent and be unable to serve a Section 21 (eviction notice) to your tenants.

Can I offer Reposit as well as a standard deposit?

Yes, we encourage agents and landlords to offer Reposit as a choice rather than the only option. In some cases a traditional deposit may be the preferred option.

What happens if the tenant disputes end-of-tenancy charges?

If a tenant disputes the charges, the case is raised to adjudication via a third party dispute resolution service. Evidence is collected from both parties (copies of the check-out report, inventory, photographic evidence etc.) and the arbiter aims to have a decision within fourteen days. This decision is final and Reposit has no influence over this decision.

If the tenant raises a dispute, they are reminded that an additional £120 charge will be added in the event that the dispute is found wholly in favour of the landlord/agent. This is to discourage tenants rejecting valid claims. No additional charge is levied if the tenant rejection is wholly or partly upheld. We never charge a landlord or agent.

How can I be sure Reposit will be able to pay damages if the tenant defaults?

We understand landlords feel secure from having money in a bank account or held by a scheme. However, you get exactly the same level of cover when you let with Reposit. We offer up to eight weeks' rent for any damages or arrears as outlined in your contract. If there are fair end of tenancy charges, tenants are expected to reimburse landlords directly through the platform - however, in the event that they default, our insurers Canopus will pay the claim amount to landlord.

Which tenants are eligible for Reposit?

Tenants who pass referencing checks or who have a guarantor are eligible for Reposit. We are able to work with people receiving DSS and students with no credit score if the landlord/letting agent conducts referencing on a guarantor. We conduct a full ID, credit and anti-fraud checks on all applications to ensure they are eligible for Reposit. The results of these are available to you for free.

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Reposit has provided my tenants with a more affordable option than the traditional deposit scheme and at no cost to me, the Landlord.

Reposit is a new idea and I was unsure how easy it would be to deal with a claim. Recently, one of my tenants has left leaving significant damage to the property. I contacted Reposit who walked me through an easy claims process. Reposit took over from there and within a few weeks I had received the money.”

Alex Myers
Private Landlord

Reposit

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Reposit Group Limited is registered in England and Wales company number 09581330. Registered office at 8 Devonshire Square, London, EC2M 4PL.

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[Reposit.co.uk](https://reposit.co.uk)

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RENT PROTECTION WITH TENANT EVICTION

INSURANCE PRODUCT INFORMATION DOCUMENT

Company: Property Guard

Property Guard is a trading name of Motorplus Limited, who are authorised and regulated in the UK by the Financial Conduct Authority – registered number 309657

Product: Paymentsshield Rent Protection with Tenant Eviction

RP/PS/002

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation

What is this type of insurance?

This Rent Protection with Tenant Eviction insurance provides cover for the company, firm, partnership, management agent, association or individual which owns or is responsible for a let property and covers legal costs that are incurred when evicting a tenant as a result of a breach of tenancy, as well as unpaid rental payments.



What is insured?

- ✓ Cover for rent arrears due from the tenant, where you are pursuing a claim under tenant eviction, up to the maximum amount set out in your policy certificate
- ✓ Once vacant possession has been obtained following tenant eviction, cover is provided for rent payable until the property has been re-let, for up to two calendar months
- ✓ Tenant Eviction cover, up to a maximum liability of £100,000, for legal costs incurred in evicting the tenant from the property, including any costs incurred in defending you against a counter claim from the tenant claiming that you have not met your obligations as per the tenancy agreement
- ✓ Unless you choose otherwise, we will issue the relevant eviction notices on your behalf



What is not insured?

- ✗ Any dispute arising within the first 60 days of the period of insurance if the tenancy agreement commenced before the inception date of this policy, unless it can be evidenced that you previously held comparable Rent Protection cover with another insurer immediately prior to inception of this policy
- ✗ Any claim not notified to us within 31 days of the date of event
- ✗ Any claim where rent is not a full month in arrears
- ✗ Claims which did not occur during the period of insurance
- ✗ The pursuit of the tenant or guarantor for rent arrears and/or mesne profits once vacant possession of the property has been achieved



Are there any restrictions on cover?

- ! The maximum amount payable once vacant possession has been obtained is 75% of the monthly rent
- ! If you choose to issue the statutory and contractual notices without assistance from us we will not cover any additional loss of rent or any associated costs as a result of your failure in issuing the notices correctly
- ! If the tenant opts to claim housing benefit after a claim is initiated, rent arrears will not be paid until the outcome of the housing benefit claim is known. If the tenant's housing benefit claim is rejected, rent will be paid under the policy backdated to the date that a payment was first due under the policy



Where am I covered?

- ✓ The United Kingdom



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief
- Contact must be made with the tenant and any guarantor within seven days if any rent is overdue to establish the reason for the arrears
- A tenant reference must be carried out before the commencement of the tenancy agreement or before start date of this policy and must include:
 - A credit check obtained from a licensed credit referencing company showing no County Court Judgements in the immediate preceding three years, no outstanding County Court Judgements and no undischarged bankruptcies.
 - Copies of two forms of identification, one of which must be photographic.

Where the tenant is a company, a company reference must be carried out showing no CCJ's and the agreed rent must not be greater than 85% of the company's credit limit

Where the tenant has failed to meet the requirements of the credit check a Guarantor must be sought who must meet the above requirements

- You must take all reasonable measures to minimise the amount of time between obtaining vacant possession and re-letting the property
- You or your agent must not allow the tenant into possession of the property until the first month's rent has been received in cash or cleared funds
- Please do not appoint your own representative before we have accepted your claim. If you do so, we will not be liable for any costs incurred before we have agreed to them, even if we subsequently accept your claim



When and how do I pay?

The full amount to pay for your policy will be shown on your policy documents. You can pay for your policy by credit card, debit card, annual Direct Debit or monthly Direct Debit. No charge is made for payments by card or one-off Direct Debit, but paying monthly by Direct Debit will incur a charge for credit. Please refer to your policy documentation for your chosen payment method.



When does the cover start and end?

The policy lasts for either six or twelve months. The dates of cover will be specified in the policy documentation.



How do I cancel the contract?

You can cancel your policy at any time by calling the policy administrator, Paymentsshield, on the number shown in the policy documentation or by writing to them at the address shown.

If having taken out a policy and after examining it you decide not to continue with it, you have a statutory right to cancel. During this cooling off period, which is detailed in your policy documentation, you can cancel the policy back to the start date without charge and with a full refund of any premiums already paid, unless you have made a claim during this period.