

®



**ZERO
DEPOSIT.
COM**

For Landlords

Security & Protection

A Zero Deposit Guarantee replaces a traditional tenancy deposit, giving landlords effectively the same cover and protection as having a tenancy deposit in the bank





Why would landlords choose Zero Deposit?

Speeds up the rental process

Zero Deposit helps tenants reduce the upfront cost of renting, which can help speed up the process and reduce void periods.

Provides security & protection

A Zero Deposit Guarantee provides the same cover as a 6-week tenancy deposit and is underwritten by Great Lakes Insurance SE.

Helps to attract a wider audience

By giving you the potential to attract a wider audience of tenants, you can increase demand and reduce the time taken to rent.

Supports accountable tenants

Tenants remain fully accountable for looking after your property and making rental payments, with us only making payment to you in the event of a fair claim at the end of the tenancy. Claim disputes are settled by The Dispute Service (TDS) and we will pay you within two working days.

Reduces paperwork & hassle

A Zero Deposit Guarantee is not a traditional deposit, so it doesn't need to be registered with one of the deposit protection schemes, which can save landlords time and money.

How it works

- 1 Your tenants make a payment equivalent to one week's rent for a Zero Deposit Guarantee online and the paperwork is generated with copies sent to all parties
- 2 At the end of the tenancy the inventory and check-out are completed and if your tenants leave the property in a satisfactory condition with no outstanding rent or bills, the Zero Deposit Guarantee expires with no further action required
- 3 In the event of any financial loss or damage due to you, this is settled by the tenant or if they dispute the claim the evidence is sent for expert evaluation
- 4 If found in your favour, we settle the claim with you and recover the costs from the tenants directly, along with any recovery costs. Non-payment may impact on the tenants credit history

Zero Deposit does not mean Zero responsibility

Bad tenants are not let off the hook. We pay approved claims directly to you and pursue the tenant for payment, with financial and credit record penalties if they fail to pay.

Less than 1% of tenancies end with a full dispute*, but when they do we've got your back.

✓ By having Great Lakes Insurance SE guaranteeing the payment of validated claims, agents and landlords can be assured that a Zero Deposit Guarantee provides effectively the same security as having a tenancy deposit in the bank

✓ Our claims process means that any evidence undergoes expert evaluation with the aim of ensuring a fair outcome

✓ We pay approved claims within 2 working days



FAQs

What is covered by the Guarantee?

You are covered for any financial loss or damage due to you, as outlined in your Assured Shorthold Tenancy agreement

Who pays for a Zero Deposit Guarantee?

The Guarantee is paid for by the tenant, and the beneficiary of any claim is the landlord (or another person nominated by the landlord).

How do I make a claim?

If you have a claim, at the first instance you should contact the tenant and attempt to reach settlement with them. If they dispute the claim, you will need to notify us to make a claim under the Guarantee. Alternatively, we will deem you to have made a claim if we become aware that the tenant has failed to pay you at the end of the tenancy.

What if a claim is challenged by a tenant?

We always encourage settlement by negotiation. Where the tenant disagrees with a claim made, we will assign the case to The Dispute Service, our expert evaluation partner. They will review the evidence provided by you and the tenant and decide whether to award the claim

How quickly do I receive a pay-out if my claim is successful?

Whether agreed with the tenant or awarded by The Dispute Service, we will pay you within two working days

For answers to more of your questions visit zerodeposit.com/landlords

What to do next

Speak with your agent and tell them you want your properties to be available with Zero Deposit to help attract the widest possible tenant audience.
Or for more information visit zerodeposit.com/landlords

Our partners



The Zero Deposit Guarantee is provided by Great Lakes Insurance SE, UK branch office. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstraße 107, 80802 Munich. It is registered with the commercial register of the local court of Munich under number: HRB 230378. The UK Branch office is at Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Great Lakes Insurance SE UK Branch is authorised by the German Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin) and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority. Zero Deposit is a trading name of Global Property Ventures Limited, the head office of which is at Business & Technology Centre, Bessemer Drive, Stevenage, SG1 2DX. Global Property Ventures Limited is an Appointed Representative of Resolution Compliance Limited, which is authorised and regulated by the Financial Conduct Authority. Resolution Compliance Limited is on the Financial Services Register (www.fca.org.uk/register) under reference number 574048. Resolution Compliance Limited is registered in England and Wales under company number 07895493 at 12-16 Addiscombe Road, Croydon CR0 0XT."