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SCOTTISH STATUTORY INSTRUMENTS

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**2011 No. 176**

**The Tenancy Deposit Schemes (Scotland) Regulations 2011**

**PART 3**

**Model for operation of tenancy deposit scheme**

**Geographical coverage and administrative requirements**

- 13.**—(1) A tenancy deposit scheme must be available to all landlords and their tenants.
- (2) For the purposes of paragraph (1), a tenancy deposit scheme must put suitable procedures in place to allow—
- (a) all landlords to participate in the scheme;
  - (b) all landlords to pay tenancy deposits directly to the scheme administrator;
  - (c) all landlords and their tenants to apply to the scheme for repayment of the tenancy deposit in accordance with the scheme; and
  - (d) all landlords and their tenants to make use of the dispute resolution mechanism provided or made available by the scheme.
- (3) An appropriate customer service facility must be available to landlords, tenants and the general public for the purposes of, in particular—
- (a) handling enquiries in relation to the scheme whether made by telephone or in writing; and
  - (b) dealing with complaints about the scheme, including complaints about the service provided by the scheme administrator.