



10 key things to help you get it right

- 1 Make sure you read and understand your tenancy agreement. It contains important information about what you have to do (and not do) while you are living at the property. If there is anything you do not understand, ask the agent or take advice about it.
- 2 Check that the landlord/agent has registered the deposit within 14 days of receiving it (or within 14 days of the tenancy becoming an assured shorthold tenancy, if this happens after you have paid the deposit). If they haven't, you may be able to go to court for compensation of three times the deposit.
- 3 Keep a copy of the certificate of registration.
- 4 Check that the landlord/agent has given you the prescribed information within 14 days of receiving the deposit (or within 14 days of the tenancy becoming an assured shorthold tenancy, if this happens after you have paid the deposit). You will find it in '[Prescribed information and clauses for inclusion in terms of business, assured shorthold tenancies \(ASTs\) and non-assured shorthold tenancies \(non-ASTs\)](#)' on our website. The prescribed information should be included in the tenancy agreement. It needs to be signed by the tenant and the landlord/agent. If you are not given the prescribed information in time, you may be able to go to court for compensation of three times the deposit.
- 5 If possible, attend the check-in inspection if one is arranged. It's your opportunity to agree the condition of the property and its contents at the start of the tenancy. Keep a copy of the check-in report and write to the agent with any changes you want noted, as soon as possible and certainly no later than the time stated in the tenancy agreement.
- 6 Make sure you understand what condition you are expected to leave the property in when your tenancy ends. If in doubt, speak to the agent or landlord. Landlords/agents will often agree to check the property before you leave it, so that you can agree what needs to be done before you leave.
- 7 If possible, attend the check-out inspection. If you are not told about the arrangements for the check-out, ask the agent or landlord. It's your opportunity to agree the condition of the property and its contents at the end of the tenancy.
- 8 Make sure the agent and landlord know how to contact you at the end of the tenancy, so they can tell you about any problems with the property.
- 9 If there is a dispute, try to negotiate a settlement before submitting it to TDS to adjudicate. If you can't resolve the dispute, make sure you send us all the evidence you want us to consider. We adjudicate on the basis of the information provided by the parties. If you do not send it, we will not ask you for it. If you send it late, we will not be able to take it into account. You will find more information on our website about the documents we expect to see.
- 10 TDS can only deal with claims against the deposit. You will need to pursue any other claims you may have against your landlord as a separate issue.