

See Guidance Notes

Read note

1.8

If you move, please tell us immediately so that we can send any award to the right address

Read note

1.5

Read note

1.9

If you move, please tell us immediately so that we can send any award to the right address

Read note

1.10

If you move, please tell us immediately so that we can send any award to the right address

Other tenants continued

Title (Mr, Mrs, Ms, Dr)	Name
<input type="text"/>	<input type="text"/>
Correspondence address	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	
Phone (daytime and/or mobile)	
<input type="text"/>	Fax <input type="text"/>
Email <input type="text"/>	

Do you all agree that there is a dispute over the deposit? Yes No

Please note: TDS pays awards by bank transfer (see Guidance Notes). Please complete the Annexe at the end of this form. If you wish to be paid by cheque, please tick the relevant box on the Annexe.

Landlord details

Title (Mr, Mrs, Ms, Dr)	Name
<input type="text"/>	<input type="text"/>
If a company, give contact name	
<input type="text"/>	
Position	
<input type="text"/>	
Correspondence address	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	
Phone (daytime and/or mobile)	
<input type="text"/>	Fax <input type="text"/>
Email <input type="text"/>	

Other landlords (if applicable)

Title (Mr, Mrs, Ms, Dr)	Name
<input type="text"/>	<input type="text"/>
Correspondence address	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	
Phone (daytime and/or mobile)	
<input type="text"/>	Fax <input type="text"/>
Email <input type="text"/>	

Title (Mr, Mrs, Ms, Dr)	Name
<input type="text"/>	<input type="text"/>
Correspondence address	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	
Phone (daytime and/or mobile)	
<input type="text"/>	Fax <input type="text"/>
Email <input type="text"/>	

Title (Mr, Mrs, Ms, Dr)	Name
<input type="text"/>	<input type="text"/>
Correspondence address	
<input type="text"/>	
<input type="text"/>	
Postcode <input type="text"/>	
Phone (daytime and/or mobile)	
<input type="text"/>	Fax <input type="text"/>
Email <input type="text"/>	

Do you all agree that there is a dispute over the deposit? Yes No

Please note: TDS pays awards by bank transfer (see Guidance Notes). Please complete the Annexe at the end of this form. If you wish to be paid by cheque, please tick the relevant box on the Annexe.

Read note

1.5

See Guidance Notes

Read note
1.11

Agent details

Company name

Contact name

Correspondence address

Postcode

Phone (daytime and/or mobile)

Fax

Email

Section 2 Details of dispute

Read notes
2.1–2.2

How much is the deposit?

£

How much is in dispute?

£

Read note
2.3

What is the disputed amount for?

cleaning

£

damage to property contents

£

redecoration

£

gardening

£

rent arrears

£

other (please specify)

£

TOTAL

£

Read note
2.4

From the undisputed balance of the deposit, how much has been paid to the:

Tenant

£

Landlord

£

Agent

£

Any undisputed amount must be paid within 10 days of the tenant and the landlord agreeing the allocation of the deposit.

Read note
2.5

The reasons for the dispute are: You must summarise the dispute here even if you attach other documents. If you do not do so, the form will be returned to you and the adjudication will be delayed. Please continue on extra paper if necessary.

Continue on the next page...

**See Guidance
Notes**

Reasons for the dispute are: continued

Read note
2.5

A large, empty rectangular box with a thin purple border, intended for taking notes on the reasons for the dispute.

Read note
2.6

What steps have been taken to resolve the matter so far?

A large, empty rectangular box with a thin purple border, intended for taking notes on the steps taken to resolve the matter.

Section 3 Documents

This column is for office use only:

Please check boxes to show which documents you are sending:

The tenancy agreement. This document **must** be provided.

If you are unable to do so, please explain why in the box below.

For **landlords/agents**, if the *Prescribed Information* has been sent to the tenant in a separate document, you need to send a copy of this along with the tenancy agreement.

I am unable to send the tenancy agreement because

Documents which the Independent Case Examiner would usually expect to see:

Check-in report, together with inventory and schedule of condition (*signed copy, if available*)

Check-out report (*signed copy, if available*)

Statement of tenancy rent account, showing any periods for which rent was not fully paid, if applicable

Decision concerning the payment of Housing benefit, if applicable

Relevant receipts, invoices and quotes

Other documents which may be helpful to the adjudication:

Brief description of property

Photographs (dated, signed and labelled to refer to a specific claim and other documents eg check in/ check out reports)

Copies of relevant correspondence, especially concerning any proposed settlement of the dispute

Vacating instructions

For landlords/agents: terms of business/management agreement

For agents: photographs of the property and marketing details

For agents: deposit reconciliation statement showing agreed payments made

Other, please specify in the box below

Other documentation I would like the ICE to consider:

Section 4 Submission of the disputed deposit

Please read carefully

If you are the holder of the deposit you **must** complete this section and submit the full deposit or disputed amount by cheque or BACS.

Agents only when holding the deposit

I/we enclose a cheque for

OR

I/we have made the payment of by BACS payment

This being the disputed amount, ie. the full deposit less the amount agreed by the parties

Landlords only when holding the deposit

I/we enclose a cheque for

OR

I/we have made the payment of by BACS payment

This being the disputed amount, ie. the full deposit less the amount agreed by the parties

Please choose a payment method and ensure you follow these payment instructions carefully

Paying by cheque

Please make your cheque payable to **The Dispute Service Ltd** and send it to:
The Dispute Service Ltd
PO Box 1255
Hemel Hempstead
HP1 9GN

OR

Paying by BACS

Our bank details are:

Bank: Natwest
Account name: The Dispute Service Ltd
Sort Code: 60-01-15
Account Number: 44511515

- Please use the TDS case number as your bank reference. This will help allocate your payment on arrival in our bank account.
- You can also send us a remittance advice via email to: accounts@tds.gb.com

Section 5 Granting authority for the ICE to consider your dispute

Please read carefully

By agreeing to the items listed below you will give authority to the Independent Case Examiner to consider your dispute.

- I/we would like the Independent Case Examiner to consider this dispute.
- I/we agree to co-operate with the investigation and comply with the recommendations.
- I/we agree that the decision of the Independent Case Examiner will be final and binding.
- I/we consent to the Independent Case Examiner copying this form and any supporting documents to the other party(ies) in the dispute; to the appointed adjudicator; to anyone else involved in resolving it; and to any party with liability for payment as a result of the adjudication.
- **Tenants only:** I/we agree that TDS shall keep the disputed amount of the deposit until the Independent Case Examiner has made his adjudication and for a reasonable time thereafter to allow for its payment in accordance with the determination.

SIGNATURE

Please note that this document **MUST** be signed. If it is not the form will be returned to you and the adjudication will be delayed. It is **NOT** necessary for all tenants or landlords to sign the form.

I/we agree to the above and confirm that I/we believe that the facts as stated in this Notification are true.

Name(s)	Signature	Date
		D D M M Y Y Y Y
		D D M M Y Y Y Y
		D D M M Y Y Y Y
		D D M M Y Y Y Y

**Please POST this form, along with all supporting documentation and disputed deposit if appropriate, to:
The Dispute Service Ltd, PO Box 1255, Hemel Hempstead, Herts HP1 9GN**

Section 6 What happens next?

- We will check your paperwork and decide whether we are able to deal with your dispute.
- We will write to the other parties to the dispute, sending them a copy of this form and ask for their responses. They have 10 days to respond. An extension of time may be granted in certain circumstances.
- When we have received their responses, or after 10 days if we receive no response, we will appoint an adjudicator to determine the dispute.
- We aim to complete our adjudication and make payment to the parties within 28 days of receiving all the papers.
- If you wish to check the progress of your dispute you can do so by following the instructions on our website at www.thedisputeservice.co.uk.

Continued on the next page...

