



Who should read this?

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Tenants	Agents	Landlords

Insured / Custodial

Curtain Cleaning

Adjudication Digest February 2020

The Adjudication Digest takes a recent decision by a TDS Adjudicator and sets out the reasoning behind the decision. The aim of these Digest reports is to help tenants, landlords and agents better understand how we make our adjudication decisions. The names of the landlords and tenants involved have been removed and this is only a brief summary of the dispute.

Amount of deposit in dispute: £180.00

Dispute initiated by: Landlord

Award made:	£180.00
Tenant	£180.00
Landlord	£0.00
Agent	£0.00

In this month's case the landlord claimed £180.00 for dry cleaning five sets of curtains at the end of the tenancy. The landlord provided an invoice in support of the amount claimed.

The check-in report recorded that five sets of curtains were with professional cleaners at the start of tenancy and were due to be returned. The check-out report recorded that two sets of curtains, the reception room and bedroom 2 were still in the dry-cleaning bag in the hallway cupboard, while the curtains to bedroom 4 were seen in the hallway cupboard, with photographs provided in support. Bedroom 1 curtains were recorded as having two black spot marks at low level and the curtains to bedroom 3 were recorded as having been seen folded on the bed but not mounted.

Although the date on which the curtains were returned to the property was unknown it was not disputed that all sets of curtains were returned. No award was made for those curtains that were shown to have remained in the dry-cleaning bags throughout the tenancy or for those that were folded but not mounted as they were not recorded as needing cleaning. The adjudicator found that without an inspection of the curtains having taken place on their return to the property at the start of the tenancy, it was not possible either to determine the cleanliness of the curtains after the cleaning undertaken or to dismiss the possibility that the curtains, particularly to bedroom 1 did not have residual staining on their return.

So what are the key points here?

- A landlord should ensure that a property is ready, and its contents are in situ for the start of the tenancy and for the purposes of carrying out a schedule of condition and check-in report, to be taken contemporaneous with the start of the tenancy.
- It is important to ensure that an inspection of items that are being added as property contents are inspected and their condition and cleanliness are recorded or that the check-in report is updated to reflect their condition and cleanliness and for any update to be sent to and approved by the tenant.