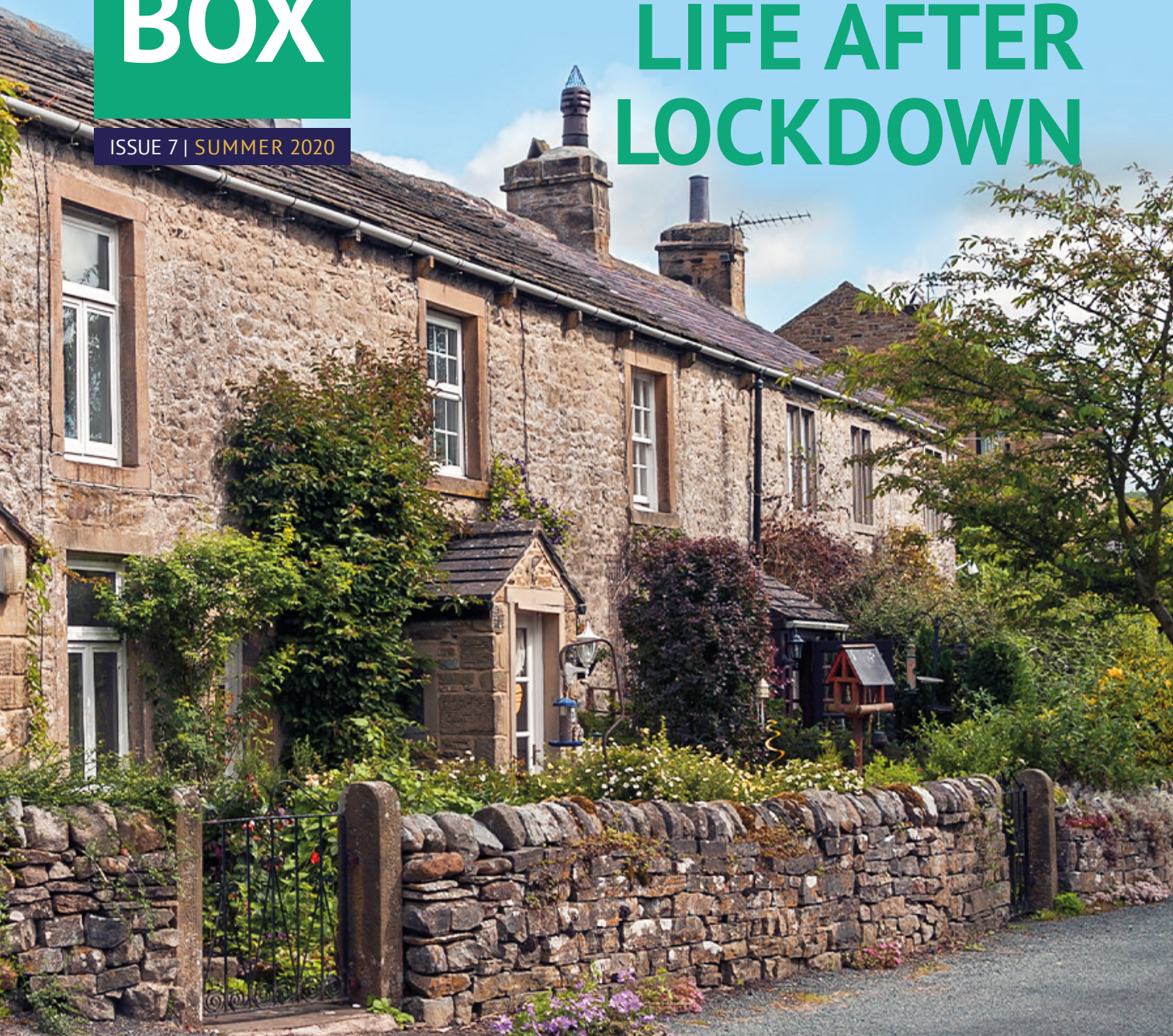


# LET TER BOX

ISSUE 7 | SUMMER 2020

**TDS**  
Tenancy Deposit Scheme  
Insured / Custodial

## LIFE AFTER LOCKDOWN



### RECOVERY AFTER LOCKDOWN

Finding New Efficiencies

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Student Lets

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### HOW DOES YOUR GARDEN GROW

Real-life gardening case studies

PAGE 12

# Bring all your deposits under one roof

## Did you know?

TDS offers a **free** Custodial scheme to protect your tenancy deposits.

You can use both TDS schemes but if you are interested in switching from TDS Insured to TDS Custodial, we can help you!

If you also have deposits with an alternative provider, we have a dedicated switching team who can assist in bringing all of your deposits under one roof with TDS.

## SWITCHING IS EASY



[www.tenancydepositscheme.com/join/switch/](https://www.tenancydepositscheme.com/join/switch/)



[switch@tenancydepositscheme.com](mailto:switch@tenancydepositscheme.com)



0300 037 1001





# WELCOME TO LETTERBOX

## A Big Thank You!

From all at TDS, we'd like to extend a big thank you to all the people who have stepped up during Covid-19.

Firstly, we'd like to send a heartfelt thank you to everyone working in the NHS and to the country's keyworkers for working tirelessly, putting themselves at risk and looking after us all during the pandemic.

We'd also like to recognise the efforts of our customers who have shown extraordinary patience and goodwill. We were encouraged, humbled and inspired by a recent poll we ran amongst landlords that showed just how far many had gone in looking after their tenants, often without being asked. Your gestures aren't always seen in the press or public domain, but we recognise what you do to make the lives of others easier in the PRS. Thank you.

And finally, we'd like to thank our staff for their flexibility, understanding and continued commitment to our organisation and its customers in the face of such difficulties. You've stayed on the phones, spoken at webinars, provided valuable and timely guidance, and kept our tenancy deposit scheme running smoothly throughout.

You are all amazing!



**Steve Harriott,**  
Group Chief Executive

## PETS AT HOME DURING LOCKDOWN

WIN A  
**£50**  
Gift card

Word has it that pets have been rather happy during lockdown with so many of their owners being stationed at home in their constant company. That said, they haven't all grasped the importance of homeworking. Whether it's cats on keyboards or dogs barking during video calls, they've raised a needed laugh for many of us at TDS over recent weeks.

We'd love to hear your stories about working from home with your pets. Either share a photo or tell us your story and tag us @tenancydeposits for a chance to win a £50 Pets at Home gift card.

We'll select a winner on 25th September 2020.

*Tag us on Twitter @tenancydeposits  
by 24 September 2020 for a chance to win.*



## REGULAR FEATURES

### 4 THE DELAYED READ Four months in review

### 6 THE LONG READ HOW NEW EFFICIENCIES CAN HELP WITH RECOVERY AFTER LOCKDOWN

### 8 10 THINGS Student Lets

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### 15 WHAT'S ON? Events, workshops and other resources

# TDS NEWS

## 4 MONTHS IN REVIEW

### NRLA MERGER

In April 2020, the Residential Landlords Association (RLA) and National Landlords Association (NLA) officially merged to become the National Residential Landlords Association (NRLA) – a new and powerful lobbying organisation representing over 80,000 landlords.

Tenancy Deposit Scheme (TDS) has an established partnership with the NRLA. Not only do we offer its members competitive tenancy deposit protection through DepositGuard, but our longstanding TDS Board member, Jodi Berg, was unveiled as the new Chair of the NRLA.

Alan Ward, who was the Chair of the RLA, stepped down from the TDS Board at the time of the merger, and Jodi instead is the NRLA representative at TDS. Lastly Former TDS Director of Customer Service, Ben Beadle, has become the Chief Executive of the NRLA.

TDS wishes them all great success in their new roles, and we look forward to continuing our support of the NRLA and its members.

[READ MORE ON PAGE 13](#)



### COVID-19 AND OUR RESPONSE

Like everyone, Covid-19 took us by surprise but our response to the situation was fast. A year ago, we suffered a terrible fire at our old head office and going through that experience has prepared us for unexpected situations. Our award-winning business continuity is part of our culture at TDS, which allowed us to react quickly to the ever-changing guidelines that arose throughout the pandemic.

We moved everything into the digital sphere to enable those of our colleagues who weren't furloughed to work remotely. Working from home can take a while to adapt to, which is why we are immensely proud of the efforts everyone put in to make it work for their colleagues and our customers.

As a result, we managed to keep our customer service open and maintained our high levels of customer service at a time when our customers needed it most.

Keeping our customers informed became our core focus. All campaigns were paused while we quickly moved into a position where we could translate Government guidance into useful advice for landlords, letting agents and tenants who were getting to grips with check-out delays, self-isolation, remote working and a halt to the housing market.

When lockdown began, our team jumped into action to take our guidance online so that our customers could still access valuable information remotely. Within days we produced a [Covid-19 FAQ](#) page which published answers to the questions we were being asked about each stage of tenancy during the pandemic.

### TDS WEBINARS AND SEMINARS

Lockdown accelerated our plans to host live webinars and seminars online. We listened to our customers and created informative events around the questions they needed answers to during the pandemic.

We've had some wonderful feedback from many who have attended and, consequently, we plan to make online webinars a permanent fixture in our events calendar

One letting agent said,

---

**"I've done lots of webinars during lockdown, most of them on unreliable connections with someone's bedroom in the background. The TDS webpage was brilliant, the notes section so helpful, the connection spot on and the slides visible exactly when needed. Really slick, really professional and really helpful. Thank you for all the great information and for being there for us lonely letting agents working from home!"**

---

One landlord said,

---

**"Very helpful insight for landlords during these uncertain times."**

---

With guest speakers and our own in-house experts, we'll be bringing you live, interactive sessions on the most pressing topics and updates in our industry.

Take a look at our What's On section to see upcoming [webinar and seminar](#) events.





## TDS Live Webinar

Pets in properties?  
A look at real life  
case studies

Presented by

Sandy Bastin  
Head of TDS Adjudication Services



# HOW NEW EFFICIENCIES CAN HELP WITH RECOVERY AFTER LOCKDOWN

As lockdown gradually eases, we are now able to take a retrospective look at how certain challenges have transpired – and how the industry has dealt with them, with a view to avoiding or dealing with them better in the future.

From the start of the pandemic, we opened up our channels, got on the phones and set up live, interactive webinars to advise and listen to our customers in the private rented sector as news came in daily. By actively engaging with the industry, we've been able to see where confusion arose, which issues were most problematic and where the success stories were.

What became clear was the absolute necessity for increased communication in a world where face-to-face interactions could no longer happen. Digital communications between landlords, tenants, letting agents, suppliers and voices of authority have helped to steer many through an uncharted existence over the past few months, and these are lessons we can all take with us as we move forward.

Similarly, the role technology has played in the continuation of many businesses needs recognising and leveraging further as we look for ways to recoup losses in future.

The overarching theme that has emerged is one of efficiency; efficient use of time, resource, tools and costs.

Here, we look at how to become more efficient in tenancy deposit protection during all stages of a tenancy.

## START OF TENANCY BEST-PRACTICE

What we've observed, not just during lockdown but over many years, is how due diligence, care and attention taken at the beginning of a tenancy can make life so much easier for landlords, letting agents and tenants alike at the end of a tenancy.

It may seem obvious but by making sure all parties are fully aware of their responsibilities and in agreement about the initial condition of the property, inside and out (with supporting dated photographic evidence), deposit disputes can be avoided, saving significant time and money in the process.

Whilst it may not feel efficient at the time to carry out comprehensive inventories and check-in reports at the start of a tenancy, the pay-off is clear when the tenant moves out – and there are ways to streamline the process too for greater efficiency.

Take advantage of free [online tools](#), such as our instant [deposit cap](#) calculator, and pre-populated agreement clauses and [templates](#) like our prescribed information form. By utilising the power of guides and downloadable assets, there are many time-savings to be found throughout the tenancy deposit process.

## COMMUNICATION SAVES TIME AND MISUNDERSTANDINGS

The industry paralysis during lockdown inevitably led to delays with check-outs and frustrations regarding tenancy deposit returns. As we advised at the time, communication became the single most important measure in managing the expectations of all parties during a very difficult time. By keeping in contact with tenants (and tenants communicating regularly with landlords), everyone was kept in the loop regarding self-isolation, moving dates and deposit return timeframes.

This isn't something that should stop as normality resumes, either.



**Steve Harriott,**  
Group Chief Executive



Keeping channels of communication open will prevent small issues becoming bigger problems down the line in your property and help avoid deposit disputes. Often, our adjudicators see that open communication can help to reach an agreement between landlord and tenant far quicker (and often more mutually satisfactorily) than court action, which also saves time and money.

## LEVERAGING THE POWER OF TECHNOLOGY FOR AN EASIER LIFE

As lockdown has shown all of us, technology has been a saviour for business continuation. Remote working wouldn't have been possible had it not been for today's

sophisticated digital connectivity. For many, the forced situation of the past few months has accelerated their plans for a company-wide digital transformation.

Here at TDS, it certainly helped us to look after our customers during lockdown. Whilst technology has always been central to our service, the pandemic brought a few future plans to the fore much sooner. Our live, interactive webinars and online seminars were introduced to help landlords and letting agents navigate a new world of deposit protection during Covid-19, and both these events now form a permanent feature in our calendar.

Online courses and events not only offer useful information and guidance when you need it,

they also provide cost and time efficiencies too. Whilst we all look forward to seeing each other in person at industry events again, webinars should continue to feature in your diary as part of your training and CPD schedule.

## MOVING FORWARD

As we all begin to dust ourselves off and forge forward with renewed momentum, we should use the opportunity to be smarter with our time. With a few tweaks to tenancy processes, these small time and money savings can accumulate to become significant amounts, which all goes towards a healthier, speedier recovery.

### Did you know...

It can cost £4,000 to upgrade an agent's office to meet Covid-19 rules?

Finding efficiencies and cost savings to counteract this is vital.



# 10

## THINGS

### FOR STUDENT LETS

At the time of writing, it is still unclear how all of the UK's universities will open following the pandemic, with some hinting at a blended approach of online learning and in-person lectures.

That said, even with delays to term starting times, students are beginning to look for 2020/2021 accommodation. In preparation for new student lets, here are 10 useful tips for landlords and letting agents about student lets and tenancy deposits.



**Alison MacDougall,**  
Director of Resolution



1

**Protect the deposit within 30 days of receiving even part of it**

Legislation dictates that you must protect the tenancy deposit within 30 days of receipt. Student tenants are likely to split the required deposit between them and pay their own 'share' individually. You must protect the deposit within 30 days from when the first tenant makes a payment, rather than within 30 days from when you receive the full deposit. Once you have protected the initial sum paid to you, you can increase the protected amount as you receive it from the remaining tenants easily.

2

**Conduct a check-in at the start of the tenancy, not as tenants move in**

Some student tenants do not tend to move in for the start of the tenancy as they're on their summer holiday and away from university. However, it's important that you undertake an inventory and check-in report immediately prior to the commencement date of the tenancy rather than from when the tenants start moving into the property. The tenants are responsible for the condition and cleanliness of the property at the start of the tenancy and not from when they physically move in.

3

**Market to students early**

Students tend to look for properties for the following academic year during their current tenancy. In order to find the most suitable accommodation, you can expect students to be actively looking from as early as December for a tenancy to commence for the following academic year. It's therefore important to ensure that you don't leave it too late when marketing your property.

4

**Make sure students are aware that they're joint and severally liable**

Joint and severally liable means that your tenants are all responsible for the obligations of one another. You need to specify in your tenancy agreement and make sure the tenants are aware that they will be joint and severally liable to avoid future disputes. This means that if one tenant fails to pay the rent, they are all responsible for the shortfall, rather than just the individual who failed to pay.

5

**Keep tenant contact details up to date**

Students often change their contact details and have multiple email addresses. It's important to try and keep contact details up to date over the course of the tenancy so that you can get in contact easily with the tenants at the end of the tenancy.

6

**Be sure to include obligations for any communal areas**

If you're letting your property to individuals by bedroom, you need to ensure that you include any obligations for them to keep the communal areas clean and in a good condition. Many tenancies fail to specify that the tenants will all be responsible for the communal areas and fail to include them in the inventory and check-in report. This causes difficulty at the end of the tenancy if the communal areas have been left unclean or damaged as the landlord has not specified the tenant is responsible for these and there is no evidence either way.

7

**Consider the relevant Houses in Multiple Occupation (HMO) legislation**

If the property you are letting is a House in Multiple Occupation (HMO) you will need to adhere to certain legislation. Many HMO's require a license and there are also other requirements which a landlord may have to adhere to. It may be sensible to seek independent advice or have someone check your tenancy agreement to make sure you are meeting the requirements.

8

**Know your Council Tax responsibilities**

Students tend to be exempt from council tax. It may be that if all of the tenants are full time students, the property is exempt. It's therefore worth checking with your local council what your council tax obligations are, if any, whilst the property is let to students.

9

**Serve the Prescribed Information on any relevant persons**

It will likely be the case that students have had help paying the deposit. If you know that the deposit has been paid by a parent, company or organisation, they become a 'relevant person' and you need to ensure that the prescribed information is served on them, as it is on the tenants.

10

**Liaise with tenants from overseas in advance of the tenancy end date**

Some students will come to the UK from abroad to study. If this is the case, although probably in smaller numbers this year because of Covid-19, they may be less informed about the purpose of paying a tenancy deposit and the repayment process at the end of the tenancy. Be sure to liaise with your tenants in advance of the end of the tenancy to explain they will be due any monies back after any reasonable deductions have been made. Try to obtain up to date contact details and a bank account which you can pay any funds they're due back into.

View the case study [here](#)

# TDS TRENDS



Every few weeks we ask our customers how they feel about important topics concerning private rentals and tenancy deposits.

Both Reuters and the Financial Times have reported that the demand for companion animals for those who have been furloughed or now find themselves working or schooling at home has soared over recent months. The Royal Society for the Prevention of Cruelty to Animals

reported a 600% increase in visits to its dog fostering pages, whilst the Kennel Club saw a 180% increase in site visits. Demand is currently outstripping supply with waiting lists for new puppies having increased by four times since lockdown.

In response to the spike in pet ownership, we ran a poll asking 1,500 landlords about their experiences and opinions of pets in private rented properties.



BEFORE THE TENANT FEES ACT WAS INTRODUCED, **50%** OF LANDLORDS ALLOWED PETS IN THEIR RENTAL PROPERTY



**1 IN 3** LANDLORDS ASKED FOR AN ADDITIONAL PET DEPOSIT FROM TENANTS BEFORE THE TENANT FEES ACT WAS INTRODUCED

IF ASKED TO ALLOW FOR A TENANT TO KEEP A PET IN THE PROPERTY, TWO THIRDS OF LANDLORDS ADVISED THAT THEY WOULD ADVISED THAT THEY RAISE THE RENT

THREE QUARTERS OF LANDLORDS FEEL THERE SHOULD BE RENT INSURANCE AVAILABLE TO PROTECT LANDLORDS AND TENANTS



BEFORE THE TENANT FEES ACT CAME INTO EFFECT, OVER A QUARTER OF LANDLORDS CHARGED HIGHER RENT TO TENANTS WITH PETS

**64%** OF LANDLORDS DIDN'T INCREASE RENT OR FEES FOR PETS IN PROPERTIES BEFORE THE TENANT FEES ACT



THE REINSTATEMENT OF PET DEPOSITS WOULD DETER 52% OF LANDLORDS FROM RAISING THE RENT



50% OF LANDLORDS HAVE NEVER HAD DAMAGE FROM PETS IN THEIR RENTAL PROPERTIES



70% OF LANDLORDS THINK PETS SHOULD NOT BE ALLOWED IN PRIVATE RENTED PROPERTIES

\*based on a survey of TDS landlords



# Ask an Adjudicator



## Can I use a pet clause to protect against damage caused by pets?

If allowing a pet in the property, reflect this within the tenancy agreement with a 'pet clause' clearly stating the tenants responsibilities for keeping the pet.

The expectation of tenants is to return the property in the condition it was at the start, allowing for fair wear and tear. Good practice would be to include a specially negotiated clause to ensure tenants know what is expected of them by having a pet in the property and that they should put right any damage caused by the pet during or at the end of the tenancy.

The clause may ask for fumigation in the event the evidence shows the existence of fleas at the end of the tenancy. If the tenancy agreement is ambiguous, this may have an impact on the success of claiming from a deposit.

## What conditions should a pet policy include?

Following the Tenant Fees Act in England, many landlords are understandably cautious about having pets in their properties, as they have less financial security as they cannot take a pet deposit, unless the deposit taken is under the deposit cap. However, including a pet clause in your tenancy agreement can provide extra comfort against damage, allowing you to benefit from a growing market.

Widely available, these policies set out specific conditions and requests, for example:

- A reference on the animal from a previous landlord/vet
- The number, breed and name of the animal with details of a nominated person to take care of the animal in case of emergency
- No animals to be kept if listed under the Dangerous Wild Animals Act or Dangerous Dogs Act
- Pets kept at the property must be vaccinated and regularly treated for fleas and worms (if appropriate)
- The tenant is not to leave a dog alone in a property for more than 4 hours and must ensure it doesn't cause damage when unsupervised
- Tenants that desire an additional pet after moving into the property must first apply for permission in writing and receive written consent in writing from the landlord or letting agent

## Is a breach of the pet clause enough to claim for a deposit deduction for damage?

While we do see pet damage claims, they aren't as frequent as you may think. This is because most pet owners have obtained permission from the landlord to keep a pet, agreed the terms of which a pet can stay and are responsible pet owners. If their pet causes damage, the tenants know that it's their responsibility to put it right before the end of the tenancy.

Tenants have an obligation to return the property to its pre-tenancy condition, so if a tenant has a pet that causes damage e.g. scratch marks to doors, chewing of skirting boards, staining to carpets, fleas or damage to lawns (or indeed if damage is caused by other means). If not put right by the tenant before leaving, a landlord may want to claim from the tenants deposit for financial loss suffered. When making a claim for damage, whether caused by a pet or not, a landlord will need to show clearly with evidence, deterioration in the cleanliness and condition of the property.

This highlights the importance of clear clauses in tenancy agreements and reinforces the need for all parties to thoroughly check the tenancy agreement, reading it carefully to ensure there is no ambiguity and they fully understand their responsibilities. Make sure that you have detailed, completed check-in and check-out reports recording the condition and cleanliness at the start and end of the tenancy, to support any claims.



**Sandy Bastin,**  
Head of TDS Adjudication  
Services



# HOW DOES YOUR GARDEN GROW?

**AS DEMAND SURGES IN THE HOUSING MARKET FOR HOMES WITH GARDENS AND OUTSIDE SPACES FOLLOWING LOCKDOWN, WE LOOK AT A RECENT TENANCY DEPOSIT DISPUTE CLAIM MADE BY A LANDLORD FOR GARDENING RECTIFICATION AND THE LESSONS THAT CAN BE TAKEN FROM THAT.**

## The Landlord's Claim

The tenant disagreed with the proposed deposit deduction saying that they had paid for a gardener every two weeks during the tenancy, the last of which was one week before the tenancy was due to end, and that they'd spent a couple of hours weeding and cleaning the garden before they left.

## The Evidence

- The tenancy agreement clearly stated the tenant's responsibilities to keep the patio areas, paths, garden areas, lawns, flowerbeds, and borders as tidy, weed-free and cultivated as at start of the tenancy.
- The check-in report recorded that the garden was in seasonal order with both the front and rear gardens tidy, weed-free and with freshly mown grass, but it didn't include the condition of the side passage or concrete patio areas.
- Embedded photos were present in both the check-in and check-out reports, which were taken contemporaneously at the start and end of tenancy. They showed the level of weeds and dead plants, and how much more overgrown the lawn was at the end of the tenancy than at the start.
- The additional photos included with the check-out report had been taken over a month after the tenancy had ended, which meant they were of little evidential value.
- The landlord did not include an invoice, quote or estimate for the works they proposed to return the garden to its original state.
- The tenant provided several receipts as evidence for the gardener they had employed during tenancy.

## The Adjudicator's Decision

Taking the evidence into account, the adjudicator was able to award the landlord for removal of weeds and dead plants to the front and back gardens, and for the small area of lawn to be cut.

However, as no evidence existed as to the condition of the side passage or patio areas, the adjudicator couldn't award for power washing, as this could place the landlord in a better position than they had been in at the start of the tenancy.

## Key lessons to take away

- Check-in and check-out reports should include embedded dated photographs wherever possible, taken on the correct dates and ideally taken from the same angle and distance.
- Include all areas of a property, both inside and outside, in the check-in report.
- If you have estimates or invoices for the works being claimed, do provide them as they enable an adjudicator to determine a reasonable award amount

[Read more case studies here](#)



**Debbie Davies,**  
Head of Sales and Marketing



## UNITED WE STAND

The country's two biggest landlord associations have now merged, to create the new National Residential Landlords Association (NRLA). With former TDS director of customer services Ben Beadle at the helm, the new association represents more than 80,000 landlords and is committed to using its strength in numbers to bring about real change.

As mergers go, it took place at a challenging time - slap-bang in the middle of a global pandemic, with all staff working remotely.

Despite this, the NRLA is already making its presence felt – stepping up to support and advise members during unprecedented times, while lobbying Government with practical policies designed to help landlords and in turn, help tenants.

Ben, former Managing Director of TDS Northern Ireland said: “The last six months have been busy ones for the NRLA team and it has only got busier.

**“Bringing together two organisations is a complex process at the best of times, and for the merger to take place while we were all working remotely wasn’t something we had anticipated.**

**However we have risen to the challenge and have**

**adapted our working practices to provide a seamless service to our customers, at a time when demand has skyrocketed, with guides, documents, webinars and advice to support them through this crisis.**

**For the first few weeks of lockdown our call figures doubled and we have been in daily contact with the Ministry of Housing, Communities and Local Government (MHCLG) for updates on the situation and to demand the same level of support for landlords as has been offered to other sectors.”**

While the response to the pandemic has been the immediate concern in the wake of the merger, Ben continues to keep one eye on the horizon and the long-term future of the sector.

He said growing membership is the key to success – and that landlords need to pull together to make their voices heard.

He said: “My vision is to use our strength in numbers to grow a dynamic, customer-focused organisation, offering practical help, tangible member benefits

and a strong political voice.

“I want to bring about real change on the ground while challenging the outdated, negative stereotypes surrounding landlords.

Since the pandemic began, we have been inundated with landlords sharing stories of the support they have shown their tenants – both practical and financial. Our very latest research shows that 90% of landlords who were asked for help by tenants said yes.

Landlords have a huge part to play in the provision of homes and it is great to see landlords playing their part.”

Since Ben's appointment the association has also taken on a new chair, dispute resolution expert Jodi Berg OBE who sits on the TDS Board, with other board appointments currently being finalised.

Over the coming months more change will be taking place, with a new NRLA website unveiled, improvements to member forums and new partnerships.

Ben said: “Now the merger is complete we are fully committed to growing the organisation and positioning the NRLA as the home for great landlords. We will celebrate the good while tackling the bad and together can shape a private rented sector that works for landlords and tenants.”



**Ben Beadle**  
Chief Executive of  
the NRLA

## NEW RESOLUTION SERVICE TO HELP WITH RENT ARREARS



A new service initiative from The Dispute Service called TDS Resolution has been launched to help landlords and tenants avoid court action by resolving rent arrears through mediation.

As a consequence of Covid-19, letting agents and landlords are owed more than £4 million of rent which has resulted in nearly 3,000 eviction court cases currently pending.

Many have experienced financial difficulties during the pandemic. Furthermore, there has been a ban on evicting tenants which has stopped

landlord's taking tenants to Court when they fall into rent arrears. We identified the need for a service which could help both parties in reaching an acceptable outcome without the need to initiate court proceedings.

The TDS Resolution service builds on The Dispute Service's experience and track record in resolving disputes early. It has been designed to help landlords and tenants carry out those initial stages by agreeing a rent repayment plan as an alternative to court action.

The service from TDS Resolution handles

all of that for a small single fee of £150 plus VAT.

Early resolution before court action brings many benefits:

- Helps landlords with their cashflow
- Keeps tenants in their homes
- Alleviates pressure on the courts who will undoubtedly be dealing with numerous eviction cases as lockdown eases

**If you've been affected by rent arrears, visit [TDS Resolution](#) today!**



**Michael Hill**  
Operations Manager



# WHAT'S ON ?



TDS WEBINAR |  
Ask an Adjudicator:  
Renting to Students  
8th September 2020

TDS WEBINAR |  
Key considerations  
before you place a  
tenancy deposit  
11th September 2020

TDS ACADEMY |  
Foundation Course Legislation,  
registration & preparation.  
– To be presented by John King  
Session 1: 16 Sept 2020 16:00 – 17:30  
Session 2: 17 Sept 2020 16:00 – 17:30

TDS WEBINAR |  
How to avoid  
deposit disputes:  
Understanding your  
responsibilities as a  
Tenant  
18th September 2020

TDS ACADEMY |  
Adjudication Workshop  
– To be presented by Martin Wilks  
Session 1: 21 Sept 2020 16:00 – 17:30  
Session 2: 22 Sept 2020 16:00 – 17:30

ELMHURST WEBINAR |  
landlord Q&A  
6th October 2020

TDS WEBINAR |  
What tenancy deposit  
protection means for  
tenants  
16th October 2020

## RESOURCES AT A GLANCE

### TDS ACADEMY

In-depth training covering everything you need to know about tenancy deposit protection, dispute resolution and adjudication, ensuring you are well-prepared with the knowledge you need to comply with the current legislation.

### FOUNDATION COURSE

This half-day course covers best practice for tenancy deposits, including complying with the legislation, and top tips for tenancy agreements, check-in and check-out reports. It also covers the tenant fees ban legislation.

### TDS ADJUDICATION WORKSHOP

This half-day course looks at claiming deposit deductions with top tips for negotiating with tenants. It examines the key issues that an adjudicator looks for in a dispute and gives delegates the chance to adjudicate on some dispute case studies.

### LEVEL 3 PROPERTYMARK AWARD IN RESIDENTIAL TENANCY DEPOSITS

Developed in partnership with ARLA Propertymark and MOL to give you and your team a recognised tenancy deposit protection (TDP) qualification and a way to stand out in a competitive market.

### DISPUTES & DAMAGES THE TDS WAY

TDS delivers the Disputes & Damages course in association with ARLA Propertymark and provides property professionals with vital knowledge about tenancy deposit protection legislation, how to ensure a business remains compliant and the entire deposit protection process.

### TDS WEBINARS

TDS now delivers live, interactive webinars on the industry's most pressing topics surrounding tenancy deposits. We also regularly feature guest speakers from partner organisations. Webinar recordings are available on the TDS website if you miss an event.

### TDS GUIDES AND PUBLICATIONS

We produce a wealth of free information on our website covering topics such as TDP legislation, adjudications and TDS top tips.

### TDS CHARITABLE FOUNDATION

Projects funded by our TDS Charitable Foundation include guides, training resources and reports, all designed to raise standards in the private rented sector.

[www.tdsfoundation.org.uk](http://www.tdsfoundation.org.uk)





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☎ 0300 037 1000

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