

LET TER BOX

ISSUE 9 | SPRING 2021

TDS
Tenancy Deposit Scheme
Insured Custodial

A HELPING HAND



A HELPING HAND

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A Growing Problem or Wear and Tear?

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Step forward with TDS

THE YEAR OF EFFICIENCY



At Tenancy Deposit Scheme (TDS), we make switching from another deposit protection provider seamless and easy. Saving you time, allowing you to do what you do best.

Step forward with TDS and book your **FREE** demo today!

Why are we the solution for agents?

- *Forward thinking Technology that makes the full deposit management process seamless*
- *Leading lettings software providers integrate with TDS to streamline tenancy deposit protection at the click of a button*
- *Highest rated deposit protection scheme on Trustpilot and Google*

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Tenancy Deposit Scheme

Insured / Custodial



WELCOME TO LETTERBOX

A Helping Hand

Time to recover and look forward with help from Tenancy Deposit Scheme (TDS) and partners.

As we spring forward in 2021, there's certainly a sense of renewed energy for building on the delays and challenges of last year. On that theme, this issue of Letterbox highlights the many ways we are playing our part in recovery of the PRS.

We know that rent arrears continue to cause problems for landlords and letting agents, and we discuss ways to resolve that quickly and amicably.

We also look at seasonal disputes like mould and how to avoid disagreements and damage that arise from it.

In the Long Read, we look at the emerging technology, tools and educational resources that have been designed to make life easier for those working in our industry.

We hope you enjoy this spring edition and find it useful. From all of us at TDS, thank you for your continued efforts. We wish you the very best for 2021.



Steve Harriott,
Group Chief Executive

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**WIN A
£50
B&Q
VOUCHER**

Win your wish list!

Home accessories are the best way to brighten your home for spring – especially if you rent. From colourful cushions and fresh flowers to crisp new bedding, those little touches can really make a house a home. Tell us what's on your home interior wish list for a chance to win £50 towards your dream accessories from B&Q.

Tag us on Facebook @tenancydeposits by 1 July 2021 for a chance to win!



TDS NEWS

4 MONTHS IN REVIEW

API INTEGRATION REDUCES WORKLOAD FOR LETTING AGENTS

We've always been committed to making life easier for letting agents and landlords by utilising the latest technology. After listening to our customers' needs, our in-house technology team developed the TDS API to speed up the tenancy deposit protection process and save agents' time.

The [API](#) reduces workload for letting agents by automatically transferring CRM data to their tenancy deposit protection scheme. It essentially eliminates the possibility of human errors whilst slashing time taken on admin, replacing a previously mundane and manual task.

Some of the most popular lettings CRM providers have already integrated with TDS and we're encouraging you to ask your CRM software providers to do the same. Integration is quick and simple and comes with a host of benefits for your provider as well as you. Visit [TDS API](#) to find out more.

COMPLYLEX – THE ONLINE PROPERTY LAW TOOL

[Complylex](#) is an online compliance-based platform for landlords, estate and letting agents. The Dispute Service are now working in partnership with them to help property professionals navigate complex industry legislation.

Property law can be confusing, even for property professionals, so the Complylex platform has been designed to provide in-depth, easily accessible information on current legislation in a way that is easy to understand. In addition, notifications can be set up to ensure whenever a relevant legislative or regulatory change is made, you will be updated instantly via email.

Think of it as the "highway code" for property law. You may not use it every day, but if you are curious about what to do if a tenant passes away, for example, information is at your fingertips. The information is concise and links are offered to direct you to further information if you need it. Find out more at: [Complylex](#).

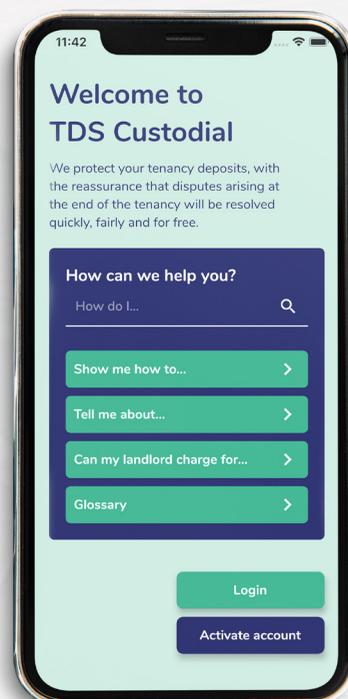
THE TDS APP FOR TENANTS

The recently launched [TDS Tenant app](#) is helping tenants (and landlords by default) to manage their deposits, giving them a platform to interact with TDS and make repayment requests when they move out. Tenants can also activate and validate their deposit account at the start of the tenancy.

The app clearly shows tenants in detail what possible deductions the landlord has made from the deposit, meaning the tenant will be able to raise these issues with the landlord if needed. Consequently, landlords are seeing an easier and more streamlined end-of-tenancy process, which leads to faster repayments and time savings for all.

It also makes it easy for tenants to find relevant advice and easy-to-understand guides on deposit disputes and their legal rights and responsibilities, which can help to reduce disputes and maintain compliance.

The mobile app is free to download from the App Store and Google Play.



Michael Hill,
Assistant Head of Innovation



A HELPING HAND



It's part of the culture at TDS to continuously look for ways to give extra help to our customers.

As the only not-for-profit tenancy deposit protection scheme, we reinvest surplus profits into improving the service we give our customers. Over the past year, our industry has needed more support than ever before and we've never been more focused on finding new ways to give a helping hand where it's really needed.

If you've ever wondered where that reinvestment goes and how we go about it, here's a peek behind the scenes into what we've been working on this year so far – and why.



Steve Harriott,
Group Chief Executive

POLLS, SURVEYS AND CONVERSATIONS

We always start by listening to landlords, letting agents, tenants and the PRS as a whole. Only by understanding the issues and challenges you face, can we look into the solutions. We don't do that alone, either. We speak to other leading organisations in the industry and collaborate with partners to create new tools, deliver educational events and produce helpful guides.

We believe in asking for feedback and insight, rather than making assumptions on what the industry needs. If you've ever seen one of our polls or surveys, they are designed to do exactly that.

From how you feel about the tenancy deposit process and deposit legislation to your experiences with pets in properties, student renting, disputes and rent arrears, your responses help us to provide extra support in the areas you need it most.

TECHNOLOGICAL TOOLS AND APPS

Technology plays a big part in how we solve your problems. We've always been committed to developing solutions that help you to navigate legislation and streamline the tenancy deposit process. Our instant online [Depositcap](#) calculator and pre-populated prescribed [information forms](#) are good examples of how we've previously created straightforward solutions to help make life that little bit easier for landlords and agents.

Over the past year, we've ramped up our technological solutions even further to help with lockdown challenges. Here are a couple of our latest developments:

TDS API

We listened to our customers and analysed the time landlords and agents spend inputting deposit data. As a result, we saw an opportunity to streamline what was a time-consuming, manual process. Consequently, our technology team developed the first automated [API](#) for transferring the deposit data in your CRM to TDS. Not only does it save time, it also eliminates duplication and human error. It's a smart solution available to any CRM system and will help to make the tenancy deposit process even easier.

TDS Tenant App

We recently launched a new [app](#) to help tenants manage their deposit directly from their smartphone.

The mobile app, which is free to download, allows tenants to view the deposit in their account, see dispute deductions, make and respond to repayment requests at the end of the tenancy and submit their bank details. If they are a joint tenant and move out while other tenants remain, they can also sort out their share of the deposit via the app once their landlord/agent releases it.

This brings benefits for landlords and letting agents, as well as tenants, as this leads to faster repayments and time savings for all.

PARTNERS AND COLLABORATIONS

We've also been working closely with industry partners and external software developers to create tools with an even wider remit for helping the PRS.

For example, you may have also seen (and hopefully used) the [Inventory Hive](#) platform, which has been designed to create a fair and efficient way of agreeing compliance, condition and cleanliness. From check-in inventories to check-out reports and COVID-19 safe virtual visits in-between, the paperless workflows are covered without the need for third-party electronic signature software. We know that a high-quality inventory solution, fully shared with tenants Tenants have the opportunity to provide feedback and add comments on their reports as well as adding in supporting photos. This can then be audit trailed on the report. Engaging with tenants in this way at the start of the tenancy reduces the chance of the dispute at the end.

We've also been working with [Complylex](#) who provide the highway code for property legislation in a handy app. This online, compliance-based platform has been designed to provide concise, accessible information on property law presented in a way that is easy to understand. The tool was created by a team of property professionals who came together with a mission to demystify legislation and give their fellow professionals a simple and affordable way to comply with the legal requirements governing their sectors in England and Wales.

In the previous edition of Letterbox, you may remember reading about [The Depositary](#), which was launched in partnership with the Tenancy Deposit Scheme.

The Depositary platform has been designed to 'automate and streamline the end of tenancy process from the moment notice has been served/received to the point of refund (and dispute if applicable)', reducing hours in admin.

When the Depositary conducted a survey amongst letting agents, they found that it takes around an hour of work to submit a Dispute File on average – and this doesn't include often complex disputes that needed to be collated and uploaded, which can take up to a day. When you factor in the 4-6 hours of admin already spent in progressing that tenancy from notice - you really see where an agent's resources are being drained. The Depositary tackles that head on and is already proving to be an excellent tool for property management efficiency. We do recommend giving the demo a go to see how useful it is.

CPD WORKSHOPS AND ONLINE WEBINARS

2020 put face-to-face training on hold, but that didn't stop us providing essential education to the PRS through online events. The take-up proved to be so popular that we launched the online [TDS Academy](#), where property professionals can access their favourite workshops digitally.

We have also added to our CPD workshops, in May 2021, with an accredited collection of courses from TDS and Inventory Hive. These sessions will teach you all about tenancy deposits, adjudication and inventories and come with CPD points and accreditation.

Continuing the theme of property legislation, we're also working alongside [PainSmith Solicitors](#) who contributed to the content on the Complylex app. PainSmith will be running seminars with TDS during 2021 on the latest legislation and regulation in the PRS.

You can register for any of the courses and webinars via the [TDS website](#). Check out the What's On section at the back of Letterbox for dates.



COMMITTED TO HELPING THE PRS

As we look forward, optimistically, to a brighter year, our innovative teams at TDS will continue to look for ways to make your life easier during 2021 and as ever, we welcome your feedback and thoughts on how we make that happen.

10 THINGS

YOU NEED TO KNOW ABOUT TENANCY DEPOSIT PROTECTION

For property professionals, especially new ones, there's a lot to know and keep abreast of. To help, Debbie Davies, Head of Sales and Client Success at TDS, answers the most frequently asked questions about tenancy deposit protection and highlights the essential points everyone must know about the tenancy deposit process.



Debbie Davies,
Head of Sales and Client Success

1 **When should a tenancy deposit be protected?**
Deposits on assured shorthold tenancies (ASTs) must be protected with a government-approved scheme within 30 days of receiving the deposit. It's important to note that a holding deposit is not a tenancy deposit for the purposes of section 212 of the Housing Act 2004 and does not need to be protected.

2 **What if the deposit is paid by someone else on the tenant's behalf?**
The person paying the deposit on the tenant's behalf will be considered a 'relevant person'. This is a person, company or organisation who, by arrangements made with the tenant, paid the deposit on behalf of the tenant, for example, a local authority, employer, parent or guarantor.

In TDS Insured, this relationship does not need to be entered into the TDS tenancy database. In TDS Custodial, this relationship does need to be entered against the deposit protection.

3 **Serve your Prescribed information on time (and not too early)**
The landlord or agent must issue prescribed information to the tenant (and any 'relevant person') with the scheme leaflet within 30 days of receiving the deposit.

Since the time limit runs from when part or all of the deposit is deemed to have been received, serving prescribed information before this may not be sufficient. Good practice is to maintain a record to show when the documents were served to comply with the legislation and that they were clearly provided within the designated time.

4 **Conduct thorough inventory reports for evidence**
If there is a dispute at the end of tenancy, an adjudicator will consider the evidence put forward by both parties regarding the changing condition of the property. Without a comprehensive inventory check-in and detailed check-out report, it can be extremely difficult to demonstrate to an adjudicator what has changed between the start and end of the tenancy to justify deductions from the deposit.

These documents are also crucial in discussions between the agent/landlord and tenant at the end of the tenancy. Good documentation is the best way to avoid a dispute.

5 **Comply with the Tenant Fees Act**
The Tenant Fees Act prohibits landlords and letting agents from charging certain fees and excessive deposits. It is therefore vital that you check your deposit amount against the Deposit Cap legislation, and also review permissible tenant fees in line with the latest TDS Tenant Fees Matrix. Rules do differ on fees throughout the UK so don't assume the same applies in England and Wales or you may get caught out. You can find out more about this on TDS' suite of online tools at depositcap.com, which includes a deposit cap calculator.

6 **Keep an auditable record of communications during tenancy**
Communication often helps to avoid disputes. If tenants make you aware of issues with the property during a tenancy (as they should), you should respond and act as soon as possible – and you should keep a record of that action too. Keeping tenant's contact details up to date is also important as this will make communication far easier helping you avoid unwanted disputes at the end of a tenancy.

7 **Follow the correct end-of-tenancy process for the scheme**
In the TDS Insured scheme, we will send you an email reminder before the fixed term tenancy ends. When the tenancy ends without a dispute you must login to your TDS account and end protection of the deposit.

In TDS Custodial, you should speak to the tenant in the first instance about any deductions you are seeking from the deposit and then enter a repayment request through your online account.

8 **Do you have a dispute?**
We can only deal with a dispute if both tenant and landlord agree they want us to and have tried to reach an agreement in the first instance. Most people prefer to come to us because they feel it will be quicker, cheaper and less stressful. Like the courts, we are impartial, authoritative and our decision is binding. However, while we can deal with proposed deductions from a deposit, we cannot consider counterclaims or matters unrelated to the deposit.

9 **Understand the deposit dispute procedure**
An adjudicator can only adjudicate based on the information they are provided with by the parties. They will not contact the parties for follow-up information or supporting evidence. When an adjudicator considers a case, they need to know what the claim is about and how much is being claimed for. They find this information in the Dispute Application and the Dispute Response that the landlord and tenant send to TDS. It is worth taking time to complete these properly so that the adjudicator is not in any doubt over what the claim is for.

10 **What evidence can you use in a dispute?**
In the case of a dispute, you must collate all the evidence you want the adjudicator to consider in support of your claim. Make sure you include the check-in inventory, schedule of condition report and the check-out report. If you are claiming for rent arrears, send us a schedule of what's been paid and what hasn't – along with dates for when the rent was due. Without these documents, you may not be able to show that any property damage or rent arrears are the tenant's responsibility. Details of previous communications, receipts for work carried out (or quotes for intended work) and dated photographs will all help the adjudicator to assess your claim.

To learn more about the deposit protection process and how adjudicators approach deposit disputes, check out the popular [TDS Academy Online courses](#).

TDS TRENDS

To ensure the guidance we give you is always relevant, we carry out several polls and surveys throughout the year to find out what you need – and what matters to you most. From your responses, we are then able to create webinars, guides, articles and tools to help you avoid tenancy disputes and remain compliant.

As mould can be a problem in the winter and spring months, we were keen to hear about your experiences for this issue of Letterbox. Here are the results from our recent mould poll, which over 2,000 of you responded to. Thank you for taking the time to give us your feedback.



THE MAJORITY OF LANDLORDS AGREE THAT MOULD COULD BE EITHER THE LANDLORD'S OR TENANT'S RESPONSIBILITY DEPENDING ON THE SITUATION



TWO THIRDS OF LANDLORDS HAVE EXPERIENCED MOULD IN THEIR PROPERTY DUE TO TENANT NEGLIGENCE



33% OF LANDLORDS DEALT WITH MOULD IMMEDIATELY AFTER BEING REPORTED. 46% DEALT WITH IT WITHIN 7 DAYS

A QUARTER OF MOULD CASES WERE CAUSED BY POOR VENTILATION

BATHROOMS AND BEDROOMS WERE THE ROOMS MOST COMMONLY AFFECTED BY MOULD



DRYING CLOTHES INDOORS WAS RESPONSIBLE FOR 21% OF MOULD CASES

39%

ONLY 39% OF LANDLORDS REFER SPECIFICALLY TO MOULD IN THE TENANCY AGREEMENT



SHOWERING WITHOUT OPENING WINDOWS WAS THE CAUSE OF 17% OF MOULD CASES

69%

HOWEVER, 69% OF LANDLORDS DO GIVE TENANTS GUIDANCE ON DAMP AND CONDENSATION

12%

ONLY 12% OF LANDLORDS HAVE RAISED A DEPOSIT DEDUCTION CLAIM FOR MOULD

MOULD: A GROWING PROBLEM OR WEAR AND TEAR?

IT'S THAT TIME OF YEAR WHEN WE START TO SEE THE EFFECTS OF CLOSED WINDOWS AND POOR VENTILATION DURING WINTER. FROM STEAMING FOOD IN THE KITCHEN TO DRYING LAUNDRY INDOORS, DAMP AND MOULD CAN EASILY SPRING UP DURING A TENANCY, WHICH CAN CAUSE ISSUES WITH DEPOSIT DISPUTES FURTHER DOWN THE LINE.

THIS CASE LOOKS AT WHAT HAPPENED WHEN A LANDLORD CLAIMED FOR A DEPOSIT DEDUCTION TO COVER REDECORATION DUE TO MOULD:

The Landlord's Claim

A dispute arose between the landlord and tenants due to the condition of the walls at the end of the tenancy.

The landlord claimed £616 towards redecoration of the property stating there was an issue with mould and poorly decorated walls.

The Tenant's Response

The tenants disputed the claim entirely, arguing that the property had an issue with damp and that they were therefore not liable for redecoration costs.

The Evidence

Check-in and check-out reports were submitted by the landlord.

The check-in report showed that the walls had not been newly decorated at the start of the tenancy with some defects noted at that time.

The check-out report recorded additional marks and painted-over defects.

The parties accepted there was an issue with mould during the tenancy. However, mould was not present at check-out.

The landlord did not provide a specialist damp report to show that the issue with moisture was caused by the tenants' lifestyle rather than a defect within the property.

The Take-Away

A TDS adjudicator must take account of an appropriate amount of fair wear and tear, the length of the tenancy, the original condition of the décor, the residual lifespan, the number of occupants, the location of the room and the extent of the damage identified.

Had mould been present at check-out the adjudicator would have expected to have been provided with a specialist damp report to say that the cause of mould present at check-out was a direct result of the tenants' lifestyle.

In this case the pre-tenancy condition of the décor and the duration of the tenancy was such that the landlord would have been required to complete redecoration due to normal use alone.

There was no evidence to show additional work, beyond that expected of the landlord, was required due to the tenants' occupancy.

The TDS Guide to [Product Lifespans](#) is a useful guide which outlines lifespan in tenanted properties.

The Adjudicator's Decision

While the evidence showed some deterioration to the décor, the adjudicator did not find the claim to be justified.

The décor was not recorded as newly/freshly painted for the start of the tenancy, which had lasted almost five years, and recorded that some defects were pre-existing.

The adjudicator concluded that the décor was at the end of its natural lifespan, and the landlord would have needed to complete redecoration to the property, due to fair wear and tear, as part of landlord maintenance. No award was made to the landlord.

Top Tips

- Be clear in the tenancy agreement about ventilation and heating so that tenants are aware of their responsibilities in the property.
- Make sure the check-in and check-out reports record the condition of property with notes on whether there is or isn't mould. Dated photographs can help.
- Educate tenants to the benefits of opening windows when showering, cooking and drying laundry.
- If a tenant plans to leave the property for a length of time during the colder months, take measures to ensure the property's temperature doesn't drop too low.



Sanam Khan,
Dispute Resolution Manager

Ask an Adjudicator



My walls have been damaged, but my tenants do not agree it was them. What can I do?

It is essential that tenants are aware of the obligations placed on them by the tenancy agreement. In some cases, the tenant may not be permitted to make any alterations to the property without first obtaining the permission of the landlord (for example installing wall brackets). If a tenant does obtain permission to alter the property in any way to include adding fixings to parts of the property, the tenant should be able to provide written evidence of this permission in support of their statement. When claiming for redecoration, a landlord should consider the residual lifespan of décor in the property. Décor requires regular updating as part of the general maintenance of a property and should be completed at the cost of the landlord every three to five years depending on the location of the area within the property. Without evidence to show that the décor required renewal sooner than it would have done had the damage not occurred, a claim against the tenant's deposit is unlikely to be successful.

Tenants have damaged my curtains; how can I support this claim?

A landlord should ensure that a property is ready, and its contents are fit for purpose at the start of the tenancy. When conducting inventory reports, it is important to clearly describe the condition and cleanliness of the property, avoiding wording such as 'sparkly clean'. Using dated photographs to accompany inventory reports can enhance a claim as this is more evidence an adjudicator can use. Accurate evidence to support the amount claimed is also recommended. Always submit illustrated costings in the form of detailed estimates, invoices or receipts to enable the adjudicator to see an accurate breakdown of the costs being charged. When claiming for damage to curtains make sure that you are claiming the most appropriate remedy. Show that attempts have first been made to clean or repair the curtains, providing evidence and if known, prove the age, quality and original cost of the curtains. This may be able to help prove whether the damage caused by tenants falls under 'fair wear and tear' and will help determine the level of compensation to be awarded.

The sofa in my property is stained. Can I claim for a replacement?

Landlords need to show that cleaning (usually the less costly remedy) has been attempted and was unsuccessful before an adjudicator can consider an award for either replacement or a compensatory award for loss of value either aesthetically or a shortened lifespan. A third-party professional cleaning contractor's report confirming that, in their professional opinion, they do not consider cleaning would remove any stain would be required in support of any landlord's statement. Both show that the landlord has considered the most economical solution (which is their duty) before claiming more; an adjudicator can consider a claim for a failed attempt at cleaning supported by an invoice, as well as either a contribution towards the cost of replacing the damaged item, if justified, or a compensatory award. In regard to the tenants obligations, they should make an amendment to a check-in report to record any discrepancies, such as stains to furnishings or any other damage that is present at the start of the tenancy; ensure that they have a record of returning any amendments to the agent/ landlord and report any issues that arise during the tenancy.



Sandy Bastin,
Head of TDS Adjudication Services

INTRODUCING...

CHRIS HILLIER - HEAD OF INNOVATION AT THE DISPUTE SERVICE



After recently joining The Dispute Service in a brand-new role as Head of Innovation, Letterbox finds out more about how Chris Hillier is helping our organisation to raise standards in the PRS.

Can you tell us a bit about your background?

I started my career in healthcare as a nurse before moving onto completing a degree and PhD in Scientific Research. For the next 15-20 years I became an academic and worked as a Professor in various institutions. My innovation career began in the Caribbean across Barbados, Trinidad and Jamaica before heading to the US where I worked in many innovation roles across numerous organisations.

Tell us a little bit about your job at TDS

In a nutshell, my role here is to provide TDS with future potential business opportunities that will take us to a new level in tenancy deposits. For example, I look at how partnerships with other likeminded organisations in the property sector can help us to deliver more to landlords, agents and tenants. I am currently setting-up an Innovation Hub at TDS, which looks at how we utilise and build on the current skillsets of our staff to improve employee innovation.

What advice would you give to others in the industry looking to be more innovative?

Expect to fail! If you find yourself sitting too comfortably in your job, it probably means you're not being innovative enough. I would advise them to take risks, when possible and to collaborate with other innovators and businesses to share ideas and accelerate learning.

What is your favourite thing about working for TDS so far?

It's a really enjoyable challenge. I'm fascinated by the culture element of TDS and the way the business model interacts with society through agents and landlords. It certainly fuels ideas.

Outside of TDS, what is something not everyone would know about you?

I am a comic book fanatic! I love science-fiction comics – my favourite being 'Sandman'.

Who inspires you?

Stan Lee. As I said before, I love comic books. I also believe his period was one of the most creative times ever. Some of the characters he created years ago are still around today, which tells you just how good the ideas were.

Along with David Bowie. He's probably one of the most innovative people of my lifetime. He was constantly reinventing himself. Just a genius.

What's the first thing you want to do when lockdown is over?

Go to Las Vegas! Having been before I certainly enjoyed it, especially the food. However, Las Vegas is a place you can't stay for too long!

TDS RESOLUTION TEAMS UP WITH NRLA TO TACKLE A WIDER RANGE OF LANDLORD AND TENANT DISPUTES

The Dispute Service staff carry out over 20,000 tenancy deposit dispute resolutions each year and increasingly these are being resolved without the need for formal adjudication. In fact, in some months, we are able to resolve up to 40% of cases by talking to landlords and tenants and finding common ground between them.

TDS Resolution was originally launched in July 2020 to help facilitate agreements between landlords and tenants for suitable rent arrears repayment plans.

The service has proved to be a popular alternative to formal legal action.

However, with landlords and tenants alike experiencing financial hardship as a result of the COVID-19 pandemic, we have taken the decision to offer the service free of charge. In addition to the service becoming free, we have teamed up with the National Residential Landlords Association (NRLA) to expand our offering to deal with more than just rent arrears issues.

From the 1st April 2021, TDS Resolution will accept referrals from both landlords and tenants and will now be accepting referrals for additional tenancy dispute issues, including:

- Property standards
- Repairs
- Entry rights
- Rent arrears
- Threatened evictions
- Breach of tenancy terms
- Noise/Anti-social behaviour (except serious anti-social activity)

To find out more, visit <https://www.thedisputeservice.com/tdsresolution> and fill out the interactive form. Alternatively, you can contact the NRLA advice line on 0300 131 6400 for more information.



Alison MacDougall,
Director of Resolution

WHAT'S ON ?



TDS ACADEMY & WEBINARS

Adjudication Workshop Online Course

Session 1:

Thu, 20 May 2021

10:30 – 12:00

[BOOK NOW](#)

Session 2:

Fri, 21 May 2021

10:30 – 12:00

[BOOK NOW](#)

Fixflo webinar with TDS and The Depository

Why are Tenancy Deposit Disputes Still Happening?

Thu, 27 May 2021

11:00 – 12:00

[BOOK NOW](#)

TDS and Painsmith Webinar

Latest updates in Landlord and Tenant law including Breathing Space Moratorium, Right to Rent update

Tue, 01 June 2021

10:30 – 11:30

[BOOK NOW](#)

Online Foundation Course

Session 1:

Thu, 17 June 2021

10:30 – 12:00

[BOOK NOW](#)

Session 2:

Fri, 18 June

10:30 – 12:00

[BOOK NOW](#)

Adjudication Workshop Online Course

Session 1:

Thu, 24 June 2021

10:30 – 12:00

[BOOK NOW](#)

Session 2:

Fri, 25 June 2021

10:30 – 12:00

[BOOK NOW](#)

PROPERTYMARK REGIONAL MEETING

East Of England

Thu, 08 July 2021

[BOOK NOW](#)

DISPUTES AND DAMAGES
THE TDS WAY

Thu, 15 July 2021

09:30 - 15:30

LEARNING AT A GLANCE

TDS ACADEMY ONLINE

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

New bite-sized versions of our popular TDS Academy cover best practice for tenancy deposits, including how to comply with the latest legislation including the tenant fees ban. Learn top tips for tenancy agreements and check-in and check-out reports.

TDS ADJUDICATION WORKSHOP

Run over two live sessions, each lasting 90 minutes, our adjudication trainers will teach you how to 'think like an adjudicator'. The online course will show you how to claim deposit deductions with advice on negotiating with tenants. You'll also examine the key issues that an adjudicator looks for in a dispute.

LEVEL 3 PROPERTYMARK AWARD IN RESIDENTIAL TENANCY DEPOSITS

Developed in partnership with PropertyMark 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 PropertyMark and provides property professionals with vital knowledge on tenancy deposit protection legislation. Learn the essentials of the deposit protection process and how to remain compliant throughout.

NEW FOR 2021

ACCREDITED INVENTORY COURSES

TDS and Inventory Hive have introduced two new industry training courses in 2021.

Led by Michael Hill of TDS and Richard Abbotts of [Inventory Hive](#), the courses guide property professionals through each stage of a tenancy. From check-ins and inventory reporting to mid-tenancy inspections, and check-out reports, discover best-practice processes that will help you to prepare for and avoid tenancy disputes.

TDS WEBINARS

TDS delivers regular live, interactive webinars on the industry's most pressing topics linked to 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 PRS.

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