



5 Reasons why this Letting Agent switched to TDS Custodial

When we spoke to Claire Lloyd, Chief Executive of [Mortimers Estate Agents](#) in Aylesbury, she explained why she has used our government-approved schemes for the past 18 years and why she switched to the free TDS Custodial protection scheme.

In 2016 the agency chose to use both [TDS Insured](#) and [TDS Custodial](#) to protect its tenancy deposits. As [Propertymark](#) accredited agents, they were eligible for the very best rates in the TDS Insured scheme.

In 2020, they decided to make the switch and move all deposits to TDS Custodial.

“As the owner of two Estate and Letting Agencies - previously ‘Claire Lloyd Properties’ and currently ‘Mortimers’, I have had the pleasure of using the Tenancy Deposit Scheme (TDS) since 2003. [In that time] the team at TDS have provided exemplary customer service,” commented Claire.

According to this successful letting agent, there are five distinct ways TDS stands out above its competitors:

- Queries are responded to promptly and efficiently via email or telephone
- Deposits are returned in a timely manner
- Adjudication is concise and very fair
- Agents receive hands-on support when dealing with internal administration
- The staff are always welcoming and hospitable

“We switched from the [TDS Insured scheme](#) to [TDS Custodial](#), which was stress free and easy. The service of their competitors simply doesn’t compare to that of the excellent service at TDS,” added Claire.

TDS continues to look for ways to make life easier for letting agents and landlords, and we pride ourselves on our award-winning customer service.

Our customer support has been recognised in 2021 (and for the past nine years) in the Government’s [Customer Service Excellence @ \(CSE\) award](#). This followed an independent audit and interviews with customers, which found TDS to be outstanding in every category of customer service at every touchpoint.

With TDS Custodial, you get the support you need, when you need it. We answer calls and emails quicker than anyone else in the industry. But, you also have the control to make quick and simple changes to tenant details yourself, through your dashboard. You don’t need to spend your valuable time contacting us for every admin task.

It’s these little things that make a big difference to our agents, and why so many agents are [switching to TDS](#), too. Experience the difference and switch to TDS today. It’s quicker and easier than you think to move your deposits over.

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