



## Website Processes

### Who should read this?



Tenants



Agents



Landlords

Insured

Custodial

# How to Prepare for the Snapshot

# What is the snapshot?

Fees for membership of TDS are charged on a price-per-tenancy basis. If you have an annual subscription, we calculate your fee for the upcoming year by taking a snapshot of the data in your TDS account.

As well as counting the number of tenancies, we also use data from the snapshot to apply discounts from our advertised headline rates based on performance and customer loyalty. To help ensure your fee and discount is calculated correctly, please take some time to read this short guide and ensure the records in your TDS account are up to date.

The snapshot for membership year 1 April 2018 – 31 March 2019 will take place on Sunday 21 January 2018.

## 1. Check the number of live tenancies

Once logged into your TDS Insured membership account, you can export a list of live registrations using the **Export Functions** within your **TDS Insured Members area**.

To correct the data held by TDS; export the data, find and identify any expired, duplicated, or incorrectly registered tenancies, or mark them as ended, and re-import the data. Live tenancy deposit registrations marked as ended may take up to 24 hours to be processed by TDS.

If you use third party software to manage your tenancy deposit registrations you may need to action any changes through your user processes rather than manually.

## 2. Check the number of disputes

In the Member Dashboard click '**Tenancy & Deposit Statistics**'. Select '**Since last snapshot**' from the dropdown list. This will display a history of tenancy and dispute data for your account.

Please note, we only consider tenancy deposit dispute cases for the data snapshot where we have received and issued an adjudication decision.

Please contact us if you think the number of disputes adjudicated since the last snapshot is not correct: [customer.relations@tenancydepositscheme.com](mailto:customer.relations@tenancydepositscheme.com)

	Total Lic	Disputes Received	Disputes Adjudicated	Added	Received	Periodic	Ended	Deleted
Nov-14	368	0	0	13	9	1	3	0
Oct-14	358	0	0	14	23	2	3	1
Sep-14	347	0	0	14	17	2	11	1
Aug-14	344	0	0	5	21	2	11	0
Jul-14	350	0	0	27	12	2	11	0
Jun-14	345	0	0	20	55	20	15	0
May-14	350	1	1	13	46	13	6	0
Apr-14	346	0	0	1	143	67	11	0

Disputes involving **'Let only'** tenancies, and disputes which have not been adjudicated **are not counted** in the snapshot.

### 3. Check your Approved Body membership

TDS' headline Insured membership rates differ depending on which approved body you are associated with as a member.

Check on your **TDS Insured Member Dashboard** to make sure we have the correct **Approved Body** membership recorded for your organisation. If you have changed your approved body membership and this isn't reflected in your TDS account, please contact us at [compliance@tenancydepositscheme.com](mailto:compliance@tenancydepositscheme.com) as soon as possible, so we can make any agreed changes for you.

 **0300 037 1000**

 **[www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)**

 **Tenancy Deposit Scheme  
1 The Progression Centre,  
42 Mark Road, Hemel Hempstead,  
Herts, HP2 7DW**