



# TDS' Customer Service Standards

TDS aims to provide agents, tenants and landlords with the best possible service at all times. We will treat everyone equally and offer an impartial service. These customer service standards set out the quality of service you can expect to receive.

#### **Informing and consulting – we will:**

- consult the users of our scheme on any major change to the way in which we work;
- seek the views of tenants/landlords/consumer representatives through organisations representing them;
- produce regular news updates;
- carry out regular satisfaction surveys with tenants, agents and landlords;
- make copies of our key policies and other standard documents available through the TDS website when requested.

#### **Contacting TDS – we will:**

- be polite and courteous when speaking to customers in person or on the telephone and treat our customers and others with dignity and respect;
- seek to answer telephone calls within three rings, and to return email or telephone messages by the end of the next working day;
- if required, arrange for an interpreter from Language Line to assist callers who do not speak English
- as a first language;
- upon request, offer alternative arrangements for customers with specific needs.

#### **Paying membership subscriptions – we will:**

- send you details of your annual subscription and explain how it is calculated;
- offer different options for paying;
- respond to any query about your invoice within two working days;
- produce statements of account when requested.

#### **Protecting tenancy deposits – we will:**

- lodge and protect tenancy deposits registered on the TDS tenancy database, in accordance with our published procedures;
- confirm when a deposit is protected with our scheme;
- send the appropriate notices to landlord, tenant and agent when a Member leaves our scheme and when a deposit is no longer protected.

#### **Carrying out Adjudications on deposit disputes – we will:**

- advise the member and tenant when a dispute has been sent to us, giving them 10 working days to respond to it;
- make a decision about a disputed deposit within 28 calendar days from receiving the necessary information from all parties;
- pay out the deposit within 5 working days.

#### **Putting things right – we will:**

- provide a copy of our complaints procedures on our website;
- acknowledge all complaints on receipt;
- respond within 28 days to complaints about a decision made in an adjudication;
- respond within 5 working days to service complaints.

If you are dissatisfied about any aspect of our services, we would like you to let us know. Please write to Customer Operations, at The Dispute Service Ltd, West Wing First Floor, The Maylands Building, 200 Maylands Avenue, Hemel Hempstead, Herts HP2 7TG

or by e-mail to:

[\*\*complaints@tenancydepositscheme.com\*\*](mailto:complaints@tenancydepositscheme.com)



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tenancydeposits

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



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