

LET TER BOX

ISSUE 5 | AUTUMN 2019

TDS
Tenancy Deposit Scheme
Insured / Custodial

A YEAR OF CHANGE

*New legislation, new office and
new technology solutions*

WIN *a* **PETS AT HOME** **VOUCHER**
worth **£100**

LANDLORDS:
Barking bad or feline good?

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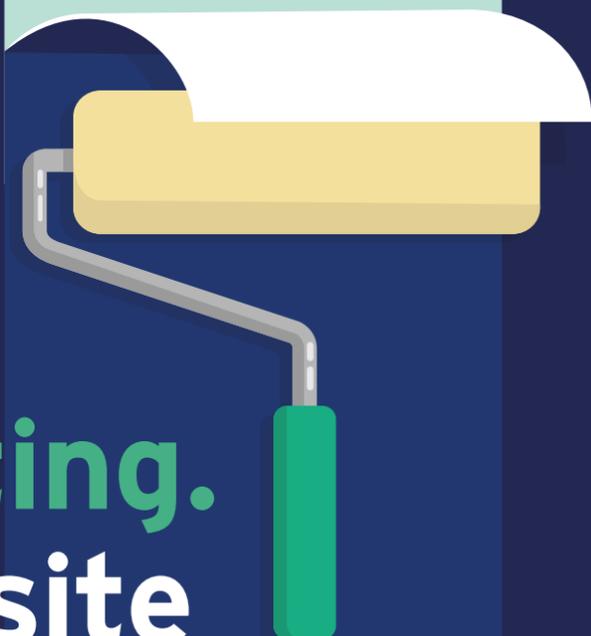
10 THINGS
for change during a tenancy

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BREAKING NEWS
DepositGuard Custodial launches

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We're redecorating.
New Website Coming Soon!



WELCOME TO LETTERBOX

We hope you enjoy this fifth issue of Letterbox.

It's certainly been a year of change for landlords and letting agents. This issue of Letterbox looks at the most controversial change of 2019: the Tenant Fees Ban, and how tenancies with pets have been affected by the legislation.

As the year comes to an end, we bring end-of-tenancy into focus with helpful tips on how to cut admin time and manage changes during tenancies efficiently.

And, with winter on the horizon, we offer essential advice on how to prepare your property for the colder months to avoid deposit disputes.

We hope you enjoy this issue. From all at TDS, we wish you an enjoyable festive season.

Steve Harriott
Chief Executive



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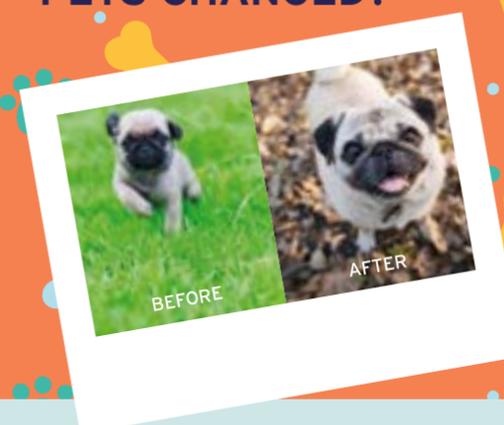
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HOW HAVE YOUR PETS CHANGED?



WIN a **PETS AT HOME** VOUCHER worth **£100**

For your chance to win, post two before and after photos of your pet on Facebook or Twitter to show us how they've changed- don't forget to tag us with @tenancydeposits!

The owner of our favourite photo will be announced as the winner and contacted to claim their prize on **17th January 2020**.

*If the winner does not respond within 5 days, the prize will be given to the runner up.

TDS NEWS

4 MONTHS IN REVIEW

DEPOSIT CAP GUIDANCE

In preparation for the introduction of the tenant fees ban, TDS became the first tenancy deposit protection (TDP) scheme to launch a free suite of online tools at depositcap.com.

As of 1 June 2019, landlords and letting agents in England are only legally allowed to take the equivalent of five weeks' rent as a tenancy deposit on annual rents below £50,000, and the equivalent of six weeks' rent if the annual rent is £50,000 or more on any new or renewed tenancies.

Depositcap.com features a Deposit Cap Calculator to help letting agents and landlords in England comply with the legislation. This has been viewed 120,731 times since its launch on 1 April 2019.

Those wanting to stay up to date on the developing changes within the legislation were able to sign up to our deposit cap bulletin, which has generated 1,589 sign-ups since 1 April 2019.

From 1st June 2019 landlords in England will be limited to 5 weeks' deposit for new and renewed tenancies.

Get the deposit cap right with our handy calculator.

Monthly rent
£

Weekly rent
£ 0.00

5 weeks' rent
**Maximum deposit
£ 0.00**

VISIT

www.depositcap.com

ACHIEVEMENTS & RECOGNITION

Following an annual inspection and audit by the British Standards Institute (BSI), TDS was awarded the prestigious BSI ISO 10002 Certificate of Registration for the fourth consecutive year. This international standard confirms that TDS operates a Customer Satisfaction Management system to a recognised quality standard and demonstrates the efforts that TDS puts into its processes to help customers with tenancy deposit protection.

In August 2019, TDS was re-awarded the Customer Service Excellence (CSE) accreditation for the eighth consecutive year - TDS is the only Government-approved TDP scheme to hold the accreditation.

Back in February 2019, The Dispute Service (TDS), which operates the Tenancy Deposit Scheme, was ranked among the Sunday Times' 100 best not-for-profit organisations to work for in 2019.

John King, Head of Member Services, commented:

“This is great news for all our TDS colleagues and, of course, our customers; we constantly strive to provide a high level of service that is not only focused on the customer and the services we provide but allows us to be flexible to improve what we do. This is a great way of showing that we are working well in the area of customer satisfaction, although we always aim to improve.”

EXPERT ADVICE

This year, we decided to make a positive change to our Operations teams to ensure our customers receive the best level of expertise and service we can offer.

The Operations teams are the first line of contact at TDS, and they assist letting agents, landlords and tenants with every query. To enable our team members to deliver a first-class service and expertise on a consistent basis without having to transfer our customers onto other colleagues, we embarked on a multi-skill training programme.

“All of our Operations colleagues have now completed their training and have developed their knowledge of tenancy deposits and legislation to a level where they can all confidently help customers.”

Louise Walton,
Head of Customer Experience

As a result, Operations are being moved into specialised teams of agent, landlord & tenant experts to give our customers tailored assistance and friendly support for their queries. This change will ensure that we deliver specific expert guidance to our customers and efficient, speedy support, to continue our industry-leading service levels.



NEW OFFICE

TDS has weathered its own year of change following the major fire that wiped out our head office back in January 2019. Fortunately, no one was hurt but our office had been destroyed.

Dusting ourselves off, we were able to resume services quickly. Our business continuity plan ensured that all customer data was backed-up and secure, and services could continue as usual while we operated from temporary accommodation.

In June 2019, the company was awarded 'Most Effective Recovery' at the CIR Business Continuity Awards in London in recognition of the professional and efficient way the company responded.

We took the opportunity to look at better ways of working when choosing our new office, both for the benefit of our loyal colleagues and also our customers.

Wellbeing, productivity and collaboration were important factors for our new office, and the space at Maylands (our new office location) ticked all those boxes and more. With flexible working and dedicated work areas fit for purpose and task, our colleagues now work more closely together as a much larger team. We continue to provide best-in-class customer response times.

The new work environment sets the tone for many exciting initiatives being introduced in 2020, so watch this space!

“In January of 2019 our office burned down but our colleagues reacted magnificently. The next day we were up and running from colleagues' homes providing all our services to tenants, agents and landlords. Within two days we were in temporary offices and just seven months later we moved to our new home - in this period we continued to provide the excellent services we pride ourselves on.”

Steve Harriott,
Chief Executive



TDS TRENDS

HOW HAS THE DEPOSIT CAP AFFECTED TENANCY DEPOSITS IN TDS CUSTODIAL?



AVERAGE DEPOSIT AS A NUMBER OF WEEKS' RENT



The Tenant Fees Act 2019 brought with it the introduction of the deposit cap which limits the amount of deposit agents and landlords can charge tenants. A maximum of the equivalent of five weeks' rent can be taken for tenancies with an annual rent of less than £50,000, or six weeks' rent for tenancies with annual rent of £50,000 or more.

This means that when a tenancy is renewed where the current deposit held is above the new 5- or 6-week limit, the landlord or agent must return the amount that exceeds the cap back to the tenant.

TDS remains the only tenancy deposit protection scheme to have an online solution to facilitate the deposit cap refund process.

"We reviewed data from when the legislation was first introduced on 1st June 2019 in order to establish the amount of deposits being partially repaid by agents or landlords. We believe the deposit cap is having the effect intended by Parliament, with the deposit held being reduced upon renewal, which is great news for tenants."

Find out more about our unique Deposit Cap solution at www.depositcap.com

*All figures shown are TDS Custodial statistics correct on 20th December 2019.



Ask an Adjudicator

With the change in season comes a host of new property issues for tenants and landlords. From overgrown gardens, condensation and mould to Christmas decorations, here are some real-life case studies that show where the responsibilities lie.

"My tenants accept not having carried out any gardening works during the final week of their tenancy but state that the weather was so bad, they were unable to mow the lawn. Can I make a deduction from the deposit?"

If your tenancy agreement obligates the tenant to return the garden in the same condition it was given to them in, and they have failed to do this, you can make a claim for a deduction from the deposit. Whilst an adjudicator will take seasonal differences into account, the tenant is still responsible for carrying out the garden maintenance as outlined in the tenancy agreement or arranging for a third-party contractor to complete this for them.

Whilst the weather can make it difficult for a tenant to carry out this maintenance, they must ensure the garden is returned to the same standard as it was given to them and failure to do so is likely to result in an award being made for the landlord to have this done. A landlord does not have to provide gardening equipment, e.g. a lawnmower, to enable the tenant to fulfil their contractual obligation.

"My tenants have accepted they failed to ventilate the property throughout the winter when it was too cold to open windows. Can I deduct for redecoration due to the mould now present in the property?"

Your tenancy agreement should contain clauses that outline your tenants' obligations such as proper ventilation and wiping down of any mould or condensation that arises. It should also state that the tenant must report any issues that arise during the tenancy to their agent or landlord.

In this claim, you will need to provide evidence that the need for redecoration was a direct result of the tenant's actions, negligence or misuse. A specialist contractor's report would show if any condensation or mould was caused by the actions/inactions of the tenant, however you still need to take into account fair wear and tear and the principle of betterment.

In the absence of such evidence, the adjudicator cannot discount the possibility that there was either a pre-existing issue or that its presence arose due to an inherent defect in the property. Without this, you may only receive a compensatory award on the basis that the tenant has acknowledged exacerbating the issue by failing to ventilate the property.

"My tenants' tenancy ended in early January. They left their Christmas tree next to their garden waste bin to be collected but the council have failed to take it. Can I make a deduction from the deposit?"

You must check your tenancy agreement to ensure there is a clause obligating your tenants to remove all and any rubbish or belongings from the property at the end of the tenancy. Assuming this clause is present, you can make a claim for a deduction for the removal of the Christmas tree.

Whilst some councils may collect the Christmas tree and others may not, it is for the tenant to ensure that their local authority will collect this or arrange for it to be taken by the council separately. Alternatively, a tenant could arrange for a third-party contractor to collect the Christmas tree.

When making a claim, you will need to submit evidence to show that the Christmas tree remained on the property at the end of the tenancy and that you incurred a reasonable cost in removing the tree.



Sandy Bastin,
Head of TDS
Adjudication
Services

LANDLORDS: BARKING MAD OR FELINE GOOD?

This year's tenant fees ban and deposit cap has certainly put the cat amongst the pigeons in terms of the risks and costs associated with pets in rented properties, but have landlords found a workable loophole – for now?

In September, a Guardian newspaper investigation found that landlords have been charging up to £40 per month in additional rent since the legislation, to replace previous fees, which can no longer be charged for. This isn't illegal or surprising, and experts have commented that the Government was warned this would happen.



WHAT DOES THIS MEAN FOR RENTERS AND IS THIS THE ONLY SOLUTION?

There's no denying that tenants with pets (although not all) pose a greater risk of damage to a landlord's property than those without, but with 49% of the UK population owning at least one pet, it's not feasible to prevent animal-loving tenants from renting a property altogether.

Nor is it fair, according to the Consumer Rights Act (2015) which states that blanket bans on tenants having pets are unenforceable. Pets, after all, come with many advantages to owners including wellbeing, companionship, socialisation and health benefits.

In this new climate of pet deposits, renters with pets now stand to lose out financially by more than they would previously, prior to the deposit cap. Is the solution to amend the deposit cap legislation to cater for pet owners so that neither party loses out?

The Dogs Trust and RSPCA have previously voiced their opinions about renters with pets, and it will be interesting to monitor the impact of this new legislation and landlord response over the coming year. Will there be an increase in pet abandonment and rehoming as a result? Only time will tell.

WHAT CAN LANDLORDS DO TO PROTECT THEIR PROPERTIES WITHOUT ALIENATING PET OWNERS?

Here are three tips for tenants and landlords, taken from the RSPCA #ExpertView blog on our website:

1. Include a profile of your pet in your tenancy application: Include details on whether you have been allowed pets previously as a tenant, how many animals you have, details about the kind of pet(s) you have (size, breed, age, etc.), pet vaccinations, microchip information and whether they've been neutered.
2. Make it clear: The pet policy should include a clear statement that the owner is responsible for their pet's welfare, under the Animal Welfare Act 2006. It should also detail what will happen to the pet if the owner dies or is sick and has to go to hospital. There should be clear guidance on which pets are allowed, where they are allowed in and outside the property (and where they are not) and how many pets the tenant is allowed to have.
3. Responsible agreements: The tenant should ensure that their pets do not cause a nuisance or create anti-social behaviour. The landlord may also want to ask for an increased tenancy deposit as long as it complies with the Tenant Fees Act 2019 in England and does not exceed the 5 or 6 weeks' rent equivalent amount. It may be possible for the rent amount to reflect the extra dirt and damage that may be impacted by a pet (but not a gold fish, obviously). If there is no damage, this money should be returned to the tenant at the end of the tenancy.

CASE STUDY: THE IMPORTANCE OF CHECK-IN AND CHECK-OUT REPORTS

In this case, the tenants asked to keep a pet during the tenancy and paid a £150 'pet deposit', which the agent protected with TDS. No documentation was provided about the terms for this deposit.

At the end of tenancy, the landlord claimed £135 for the removal of pet hair from the property. No quotations or invoices were provided. The adjudicator noted from the check-in/inventory report that the property had not been professionally cleaned at the start of the tenancy. The check-out inspection noted many cleaning deficiencies and the tenants were allowed back into the property to clean it. The landlord advised that after this they still found pet hairs throughout the property. As a new tenant was about to move in, the landlord engaged a cleaning contractor. No revised check-out report was produced to show when the property was again inspected, or to confirm the exact condition of the property after the tenants' attempts to clean it.

The adjudicator was unable to make any award to the landlord. They did not consider that the landlord had substantiated his claim that the cost of cleaning ought to be at the tenants' expense. This was because they only had the landlord's claim that the tenants' cleaning was insufficient at tenancy end, and the property was not professionally cleaned at tenancy start.

However, the adjudicator pointed out that even if the landlord had proven their case, they would still not have been entitled to an award. This was because the permitted purposes, for which the pet deposit money could be used following the end of the tenancy, had not been documented.

How to avoid this happening to you:

- Where deposits are taken during a tenancy, remember to document carefully the purposes for which deductions can be taken from it. In this case, the standard deposit clauses were not included in the tenancy agreement. Although a deposit was taken subsequently, the basis for any deductions were unclear.
- Allowing a tenant into a property after they have left is not mandatory or indeed recommended. If it is allowed, make sure that any work carried out and the property's final condition are both recorded. In this case, the landlord had a solid claim for the cost of cleaning when the tenants first left the property. However, what happened next and how the property was then left was not well documented, and the claim lost.

DON'T FORGET TO COMMUNICATE

Matt at the RSPCA's Keighley & Craven branch has been living in his rented home for the last nine years with his Yorkshire terrier, Rooney.

Matt said: "I adopted Rooney from the RSPCA Keighley & Craven branch which is how I got involved with volunteering for the charity. Rooney came from a home where his family had split up and they couldn't offer him the time and commitment he needed. When I moved home, I experienced how difficult it was to find a landlord or letting agent who was willing to accept a pet. My current property was initially advertised as 'no pets', but the landlord actually changed his mind when I met him and asked if he would consider my dog. I did explain that I was a responsible pet owner and I offered to pay a higher deposit if required.

"It can be really difficult to persuade landlords to give you that initial chance and it would be great to see more landlords or letting agents having an open mind when it comes to pets. I think it's always worth asking if you can have a chat with the landlord to explain your situation and meet face to face if possible. Luckily, my landlord took a chance and allowed my dog in the property. This arrangement has worked out really well for both myself and the landlord who has gained a long-standing tenant who looks after the property."

ENTER OUR COMPETITION
FOR YOUR CHANCE TO

WIN ^a PETS AT HOME VOUCHER worth £100

*See page 3 for details on how to enter



Steve Harriott,
Chief Executive

10 THINGS

FOR CHANGE DURING TENANCY



Many things can change during a tenancy. From change of tenants in shared homes to change of décor, change of legislation and even change of property ownership, all of these changes require the correct action to prevent deposit disputes or confusion down the line.

Here are ten common reasons for change during a tenancy and what you should do if, and when, they arise:



Michael Hill,
Adjudicator

- 1 Change of décor**

It is not uncommon for tenants to want to personalise or change their rented home, especially if they are long-term tenants. For example, tenants may wish to paint a nursery. It is important to keep a written record of any changes the tenant requests and carries out, as this may affect the inventory (especially if an item of furniture has been removed) and also the deposit at the end of the tenancy. Make it clear whether the tenant needs to replace missing items or return the property to how it was when they moved in.
- 2 Change of tenants**

The simplest way to manage a change of tenants in a shared property is to get the incoming tenant(s) to sign the original inventory in agreement. The outgoing tenant's deposit should be returned and ended in the TDS database, and a new tenancy should be created for the incoming tenants and their deposit protected.
- 3 Change of ownership**

If a property is sold with tenants remaining, it is the responsibility of both the current landlord and the buyer to manage what happens with the deposit to ensure that it remains protected. In TDS Insured, as part of the sale, the seller should agree to pass the deposit to the buyer who will need to re-protect it with TDS. The original registration may not be transferable between the old and new owners. To comply with the requirements of the tenancy deposit protection (TDP) legislation, they will need to re-serve the prescribed information, too. In TDS Custodial, the deposit can simply be transferred to the new landlord's management.
- 4 Change of legislation**

The year of 2019 is the perfect example of how legislation can cause significant change in the private rented sector (PRS). With the introduction of the tenant fees ban in England and Wales, and the deposit cap, landlords and agents have had to reconsider how to tackle new tenancies. It is recommended that landlords and letting agents take advantage of the free tools, guides and Deposit Cap Calculator available on the TDS website to ensure correct measures are taken with new tenancy agreements.
- 5 Change to length of tenancy**

Since 1 June 2019, agents and landlords have not been allowed to charge for a renewal of a tenancy under the new legislation. However, if the tenancy was entered into before 1 June 2019 and it was agreed in the contract to pay certain renewal fees, then a landlord or agent can charge these fees for a new fixed-term agreement or statutory periodic agreement up until 31 May 2020.
- 6 Change of management**

With switches between agents and landlords who are both TDS members, the process is straightforward. The new landlord or agent would simply need to register the tenancy deposit details under their Insured membership and pay the relevant deposit protection fee. Once they have protected the deposit, proof of this protection can be passed to the existing agent or landlord and they can then transfer the deposit monies over to the new landlord for them to hold. Even if the new landlord is with another deposit scheme, they can easily switch to TDS membership for a smooth transition.
- 7 Change of contract**

The contract may need to change if, for example, a tenant requests a pet in the property mid-way through their tenancy. Under the new tenant fees ban in England, an additional deposit for pets can only be taken if the total deposit does not exceed the deposit cap. Where a tenant requests a change to the tenancy agreement (e.g. a change of sharer or permission to keep pets on the property), the landlord is entitled to charge up to £50 for the work involved in amending the tenancy agreement.
- 8 Change of contact details**

If a landlord or agent changes their address, phone number or email address, the tenancy deposit scheme provider must be notified. The same applies if a tenant changes their contact details. When a dispute arises over a deposit protected under TDS Custodial, the email address for the tenant is not only the means TDS uses to communicate with them, but also a tenant's username to log in, view their tenancy deposit certificate and submit a repayment request once the tenancy ends.
- 9 Change of rent amount**

If a pet has been requested and accepted by the landlord, a higher rent amount may be negotiated to give extra protection to the landlord for any damage to the property. In the case of pet ownership, an increase in rent is more likely since the tenant fees ban, as the landlord or agent can no longer charge an additional pet deposit if the total deposit exceeds the cap.
- 10 Change of deposit scheme**

If you wish to switch to TDS from another deposit protection scheme, this can easily be done – even if it is mid-tenancy. You can also switch from TDS Insured to TDS Custodial if you would prefer to move to a no-fee tenancy deposit scheme. Learn more about [switching to TDS Custodial](#).

NOW COMES 'THE WINTER OF OUR DISCONTENT MADE GLORIOUS SUMMER BY' ... PREPARATION!

APOLOGIES TO THE FAMOUS BARD BUT THERE IS MUCH TO THINK ABOUT WHEN YOU OWN A PROPERTY.

As the shortening of the day heralds the change in the seasons, it's so easy to be lulled into a false sense of security by the withdrawal of the good weather. The cold days and freezing nights may draw us into hibernation with the promise of box sets and an online binge, but the savvy landlord and their tenants will realise that being prepared will help protect a rented home.

Managing and maintaining a property takes a fair bit of planning, energy and time; being prepared in advance for the harsh weather that can sweep in will pay dividends and will make for a more relaxed relationship for both the landlord and their tenants.

High up gutters, downpipes and roof coverings should be checked and if necessary swept; this is so they are kept clear for the rainy season, especially if there are monsoon-style torrents. Water trapped in damned gullies can cause damp in the long term and inconvenience at the very least if allowed to go unchecked. Whilst looking on the exterior, check internet and telephone cables; internet connection going down will reduce 'binge watching' and cause anxiety waiting for repairs. Drains, surface water channels and run offs should be attended to so they can be relied on in a storm. Heating systems should be serviced and tested (gas safety being a legal responsibility).

This will lessen the chance of tenants being without heating and hot water when they may need it most.

A garden in the weather-beaten seasons won't look as good as a garden on a sunny day. Depending on whose responsibility the garden falls under, the collection of leaves and regular sweeping will add to the home protection. Close up sheds and put away equipment to make sure it's all protected and still working for the next year. Exterior projects should be completed so that they don't deteriorate or cause any challenges in the winter days; a safe and secure property reduces winter works.

Homes still need ventilation and although inside maintenance can be worked on during the wet and snowy seasons, avoiding condensation and mould should be a target for landlords and tenants alike. Dealing with draft, pest infestation and insulation will retain your tenants and make for a much better home environment.

CHECKLIST

- Visit the property and identify any issues; target the important ones affected most by the wintertime.
- Organise heating and water supply checks, along with drains and gutters.
- Secure the home and make it draft free and check windows so the property can still be ventilated.
- If there is a fireplace, make sure the chimney is working correctly and consider a sweep if necessary.
- Drainage tanks and off mains fuel equipment should be examined.
- Close up gardens for the winter.
- Tackle any exterior jobs that need attention.



John King,
Head of Member Services



BREAKING NEWS

THE RLA AND TDS LAUNCH FREE TENANCY DEPOSIT OPTION: DEPOSITGUARD CUSTODIAL



Designed to make life easier for members, DepositGuard Custodial gives RLA landlords seamless access to the free, award-winning Government-approved tenancy deposit scheme.

The Residential Landlords Association (RLA) and Tenancy Deposit Scheme have joined forces once again to create a free Custodial tenancy deposit option exclusively for RLA landlords, called DepositGuard Custodial. This new option joins the current DepositGuard Insured scheme to give RLA members further choice with Government-approved tenancy deposit protection.

DepositGuard Custodial differs to the Insured scheme in that the deposit is held by TDS, as opposed to the landlord holding the deposit. As a free scheme, there is no fee to pay and it still includes the same award-winning TDS customer service as DepositGuard Insured.

To save landlords time, the scheme offers seamless integration with members' RLA accounts, which means that member landlords can access their deposits via their account without having to login separately. As the only not-for-profit, Government-approved

scheme in the UK, TDS provides unique, user-friendly technological solutions, such as the exclusive online evidence portal, which is also included with DepositGuard Custodial to make life easier for landlords.

If the landlord prefers to hold the deposit themselves, they still can under DepositGuard Insured - and being an RLA member means they will still benefit from the lowest rates for landlords on the market too.

It's all about choice and convenience. DepositGuard Insured, and the launch of DepositGuard Custodial, mean that it is now really easy for RLA landlords to keep all of their deposit protection needs under one roof.

Further information can be found on the RLA website.

" We want to give RLA landlord members access to the very best tenancy deposit protection options with the award-winning TDS. "

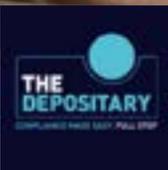
Alan Ward,
Chair of the RLA

VISIT

<https://www.rla.org.uk/landlord/depositguard/>



Debbie Davies,
Assistant Director
of Business Development



HOW TO CUT 600 HOURS OF ADMIN PER YEAR AT END OF TENANCY

One of the most positive outcomes of a year filled with legislative change in the PRS is the innovation it has fuelled in new solutions that promise to recoup time and money.

Introducing The Depository, which has been launched in partnership with the Tenancy Deposit Scheme (TDS) to help with the changes that landlords and agents have had to absorb in terms of deposits and tenant fees throughout 2019.

The new product is the brainchild of letting agent Kristjan Byfield and his business partner An Deckers, who have spent three years perfecting the end of tenancy solution.

The Depository 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 admin from roughly three hours to less than 30 minutes. This could save the average letting agent up to 600 hours per year in admin.

HAPPY AGENCY STAFF AND HAPPY TENANTS

Early results show an 80% reduction in time spent on admin by landlords at end of tenancy. Furthermore, because it significantly reduces repetitive tasks, agency admin staff are finding greater job satisfaction too. With end of tenancy forming possibly the most stressful and thankless task of any agent, this is a welcome solution.

90% of renters who have tested the platform have reported that they

find the process much easier now, with 80% saying they would choose a deposit scheme that offered the platform over those that don't.

The subscription platform is now available for TDS Insured scheme customers operating in England and Wales, and will shortly be available to agents using TDS' Custodial scheme and Zero Deposit.

VISIT

<https://www.thedepository.com/>

WHAT'S ON ?

Workshops, training and other resources



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.

TDS ADJUDICATION WORKSHOP

Your chance to experience the role of a TDS adjudicator, review some typical evidence and consider real case scenarios to decide who gets what and why.

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.

CONFERENCES AND EVENT PRESENTATIONS

We regularly appear at ARLA Propertymark and NAEA meetings in addition to wider regional conferences held by numerous industry leaders, including TPO and RLA, with the aim of providing advice and raising standards in the PRS for agents, landlords and tenants.

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.

www.tenancydepositscheme.com/agents-and-landlords-documents-and-forms.html

TDS CHARITABLE FOUNDATION

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

www.tdsfoundation.org.uk

TDS ACADEMY

TDS Academy is here to provide property professionals with practical and useful guidance on tenancy deposit protection legislation and the Alternative Dispute Resolution (ADR) process. Delegates have their attendance recognised with a certificate which can be used to confirm Continued Professional Development (CPD) with industry bodies.

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.

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.

Find out more about the TDS Academy by visiting:

www.tenancydepositscheme.com/academy

UPCOMING EVENTS

ARLA Propertymark Essex regional meeting

London – 22nd January 2020

NAEA Conference

London – 27th February 2020

TDS Academy Foundation course

London – 18 March 2020

ARLA Conference

London – 24th March 2020

TDS Academy Adjudication course

London – 25 March 2020

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.

TENANCY DEPOSIT QUALIFICATION

The Level 3 Propertymark Award on Residential Tenancy Deposits offers the only tenancy deposit protection qualification in the private rented sector. It provides property professionals with the accreditation needed to stay ahead of the competition.

For more information or to enroll, visit:

<https://www.propertymarkqualifications.co.uk/qualifications/residential-tenancy-deposit/>



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