

# LET TER BOX

ISSUE 6 | SPRING 2020



# SPRING INTO ACTION

*How the industry and TDS have responded to change*



## TENANT FEES BAN

What's changed?

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## 10 THINGS

to prevent cleaning disputes  
at end of tenancy

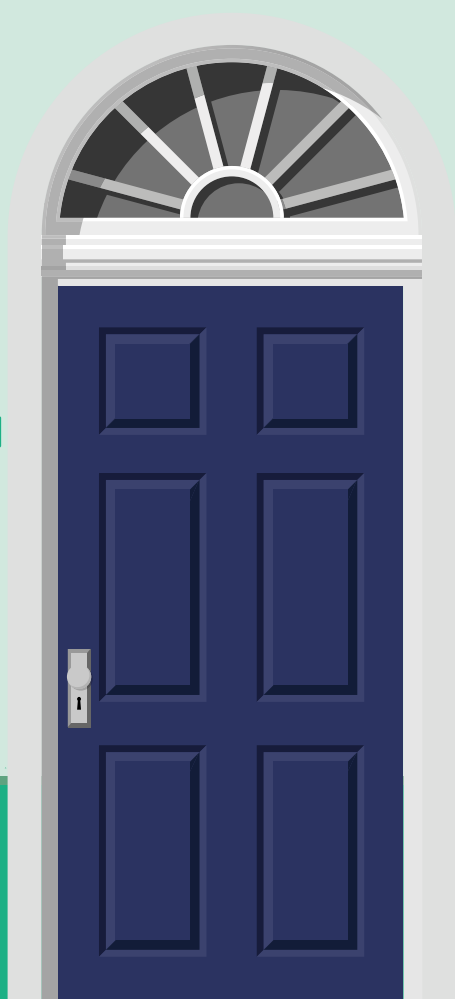
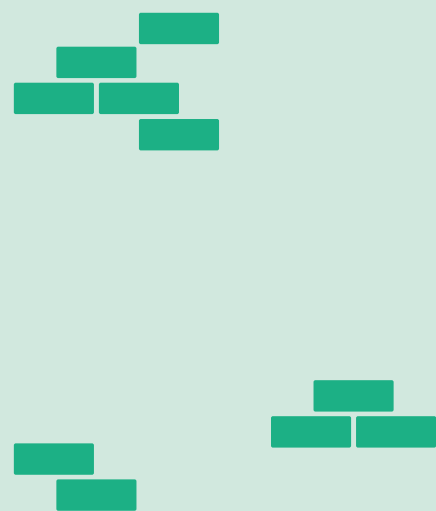
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## WEED IT AND REAP

Real-life gardening case studies

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**Our new website  
is here!**



Enter our new website and discover a wealth of tenancy information at your fingertips. Customers can now access both Insured and Custodial schemes via a single login on the website. Visit [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)

# WELCOME TO LETTERBOX

We hope you enjoy this sixth edition of Letterbox.

It's been almost a year since the Tenant Fees Ban came into effect. In June, we'll see the transition period come to an end, which makes this a perfect time to review the impact it's had so far on the sector.

In this issue, we've published the latest statistics on rent and deposit figures, and we reveal which tenancy deposit schemes are proving most popular amongst letting agents and landlords.

As spring is beginning to bloom, we've also featured some useful tips and case studies on common disputes surrounding gardening and cleaning to help you weed out the problems before they turn bad.

We hope you enjoy reading this magazine and we look forward to seeing you at the ARLA PropertyMark annual conference in September.



**Steve Harriott**  
Group Chief Executive

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For a chance to win a

**£50**  
B&Q voucher

To enter:

1. LEAVE us a ★ **Trustpilot review**
2. GO to the Tenancy Deposit Scheme Facebook page and 'like' the competition post
3. SHARE the Facebook competition post

*You have until midday Tuesday 31st March to enter.*



# TDS NEWS

## 4 MONTHS IN REVIEW

### ONE YEAR ON FROM THE FIRE

It's hard to believe it's been a year since the fire that ravaged the TDS head office in Hemel Hempstead leaving our staff without a place to call home.

Thankfully, no one was hurt and the months that followed showed us a great deal in terms of our resilience as an organisation, and the opportunities that were open to us to accelerate improvements across the business.

Our business continuity systems protected us and our customers from any loss of data or security threat. This enabled us to maintain our high service levels even in such adverse conditions.



Today, we are in a new office that allows us to continue raising the bar in terms of customer service and technological development. As a future-focused work environment, our staff are now enjoying agile working practices, improved productivity and greater wellbeing at work. Our new workspace really has set the tone for an exciting year and decade ahead.

**“Our business continuity systems protected us and our customers from any loss of data or security threat.”**

### NEW TALENT ACROSS THE BOARD

In the past four months, we have invested in the growth of the Business Development team, Operations team and Board of Directors, attracting bright new talent and significant industry expertise to join us at TDS. These people will help us continue improving our service to customers.

We are seeing an increase in customers looking to switch to TDS from alternative schemes and therefore a strengthened team was needed to accommodate the additional growth. A larger team is also allowing us to do more education in the industry, highlighting the benefits of TDS and getting our message in front of agents and landlords who perhaps didn't realise there was an alternative custodial option available.

The role of our new onboarding staff is to streamline the onboarding and transfer process, where agents and landlords are transferring deposits from an alternative provider. We want this process to be as seamless as possible, so we handle all work for these new customers.

The role of our new sales executives is to be more active and engage with landlords and letting agents around the country, providing demonstrations of our new technology both in person and remotely, as well as training those who have newly joined us.



**“We are seeing an increase in customers looking to switch from alternative schemes and therefore a strengthened team was needed to accommodate the additional growth.”**

### HAVE YOU SEEN THE NEW TDS WEBSITE?

As the only not-for-profit, Government-approved tenancy deposit scheme, we are in the unique position of being able to continually invest in new technology.

To give you some background to the website, we've always been committed to finding new ways to make tenancy deposits easier and, whilst the old site worked well, we could see room for improvement in its navigation and login access.

The aim of the new site was to create a single front-end website that would make the customer journey much more straightforward, logical and enjoyable to use.

**“... we are in the unique position of being able to continually invest in new technology.”**



The new website offers many other features:

- Customers can now access both schemes via a single login on the website. This is particularly useful for letting agents who hold deposits in both the TDS Insured and Custodial schemes.
- From a deposit management perspective, customers simply login into one place to view details of their deposits. From there, customers can easily add deposits, request repayments and make changes to contact details themselves.

- One of the website's key features is the TDS Information Lounge, which is a hub of useful guides, templates, forms, case studies and downloadable publications. From updates on legislation to advice on tenancy and deposit disputes, this resource centre provides the latest guidance on all deposit-related news in the PRS.
- The new search function will point you in the right direction of content, case studies and guidance.
- Tenants can also use the new login to quickly see which TDS scheme their deposit is held in. They can

- update details and action repayments or disputes from their dashboard.
- The new website makes switching even easier too. The online joining process has removed all manual form filling, turning what was a longer admin process into one that can be completed in minutes.

**We hope you enjoy using the new website.**

**VISIT**

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

# THE TENANT FEES BAN

## WHAT'S CHANGED?

As the transition period deadline for the Tenant Fees Act approaches in England, we take a look at the impact the Act has had on the private rented sector over the past nine months, and what will happen after the transition period ends. The law, which was introduced in England in June 2019, banned letting agents from charging fees other than rents, deposits, holding deposits and charges for defaulting on contracts.

Deposits were also capped at 5 weeks' rent, or 6 weeks' rent for annual rents of £50,000 per annum or over. The Act requires that any existing deposit above the cap should be refunded on any new fixed term tenancy created on or after the 1st June 2019.



### THE TRANSITIONAL PERIOD IS ABOUT TO END

The transitional period meant that the ban only applied to new tenancies from June 2019 but, from 1st June 2020, the ban on tenant fees will apply to all existing tenancies in England – even those that started before the fees ban came into effect. The transitional period coming to an end does not mean that landlords must repay deposits taken before the cap came into effect. The deposit cap only applies to new or renewed tenancies.

### WHY WAS THE BAN INTRODUCED?

The Act was introduced to make renting fairer and more affordable for tenants but, at the time, many worried that this would simply result in a hike in rents, as landlords looked for ways to recover losses.

Before the law becomes applicable to all, we want to take a look at the

data to see what difference it has already made to the PRS – and if rents have indeed been affected.

### DATA REVEALS THE TRUTH – SO FAR

The Tenancy Deposit Scheme has been monitoring the situation closely since the new law came into effect.

We've now taken a look at new rental deposits taken during the period April 2019 to December 2019, and we've analysed data from 211,837 transactions in England to review the impact of the fees ban and deposit cap in England. This is the first comprehensive analysis since the legislation came into effect.

As you'll see, the results are not entirely as the industry expected. Firstly, deposit amounts have dropped – just as they were meant to.

The deposit cap had an effect resulting in an average drop from

5.55 weeks rent in April 2019 (before the legislation) to 4.76 weeks rent in December 2019 (after the legislation).

Data also shows that letting agents and landlords are actively refunding excess deposits in line with the deposit cap legislation. Whilst the average deposit repayment has been £317.06, TDS has seen deposits refunded as little as 1 pence and as large as £4,880.89.

So far, there has been no hike in rental prices as many thought there would be by now. London is showing a similar pattern to the rest of the country too.

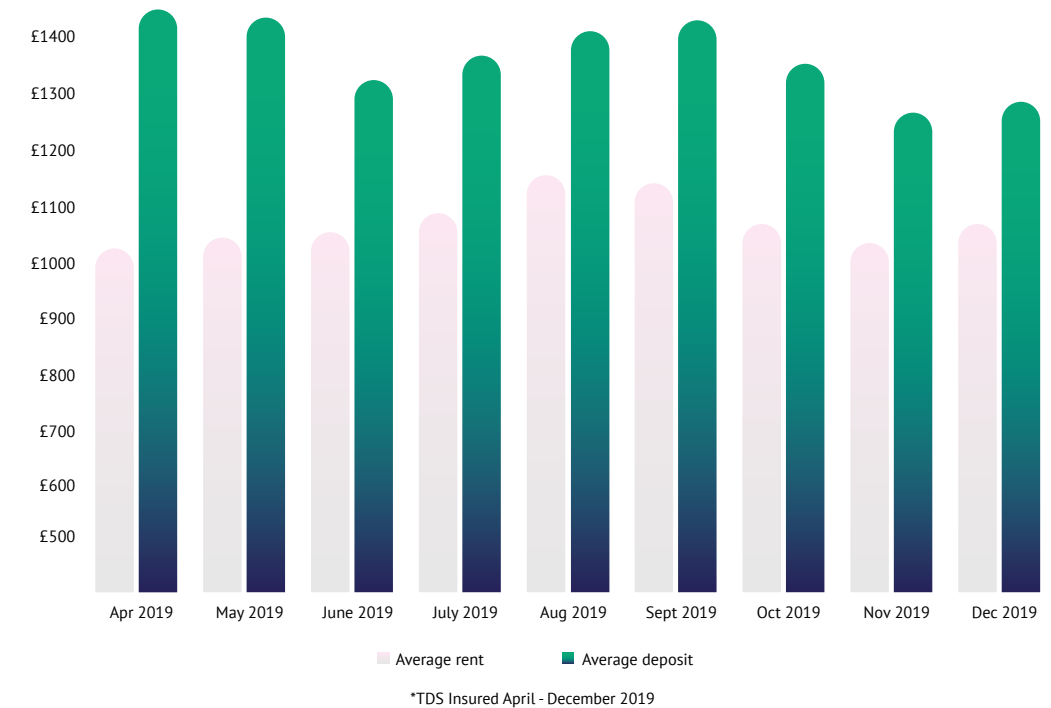
#### Did you know... you don't need to refund deposits after the 1 June 2020?

If a tenancy deposit was paid before 1 June 2019 and the landlord has not issued a new fixed term tenancy, the deposit does not need to be reduced to within the cap, even after the end of the transitional period.

### NEW DEPOSITS & RENTS IN ENGLAND & WALES

	Average deposit	Average rent	Deposit in weeks' rent
April '19	£1,437.27	£1,122.39	5.55
May '19	£1,415.57	£1,130.77	5.42
June '19	£1,308.39	£1,149.05	4.93
July '19	£1,347.39	£1,195.69	4.88
August '19	£1,380.10	£1,252.48	4.77
September '19	£1,392.07	£1,235.56	4.88
October '19	£1,307.15	£1,164.58	4.86
November '19	£1,264.47	£1,136.68	4.82
December '19	£1,274.19	£1,160.42	4.76

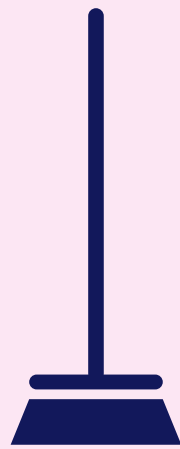
### AVERAGE RENT BY MONTH



**Steve Harriott,**  
Group Chief Executive

# 10 THINGS

## TO PREVENT CLEANING DISPUTES AT END OF TENANCY



Cleaning continues to be the most common reason for deposit disputes at the end of tenancy, cited in over half of all disputes adjudicated by TDS throughout England, Wales and Scotland, and 45% of disputes in Northern Ireland. However, by following a few best-practice processes with clarity and honest communication with the tenant, you can reduce the likelihood of these disputes happening at all.

Here are 10 ways to prevent cleaning disputes at end of tenancy:



**Alison MacDougall,**  
Director of Dispute Operations

- 1 Produce a comprehensive inventory**  
The best evidence of condition at the start of a tenancy is a comprehensive inventory and schedule of condition. It must specifically mention cleanliness and should make separate references to each area of potential concern such as the oven, curtains, carpets, etc. It can help to provide photos alongside each item, as this will enable the tenant to return the property to the same condition more easily.
- 2 Be crystal clear in the check-in report**  
If the check-in does not mention cleanliness, adjudicators will not assume the property is clean if a dispute is raised. 'Good condition' doesn't cover the specifics of cleaning and will not support a case. By providing clear details about the level of cleaning in the property, such as if the oven has received a professional clean, the tenant will be able to agree or disagree to the specifics at the start. It's important to include details about smells and surfaces, as any changes to either will be difficult to prove at end of tenancy. This document will provide a critical benchmark at the end of the tenancy when conducting the check-out report.
- 3 Agree the cleaning condition at start of tenancy**  
An adjudicator will consider any amendments made by the tenant to the check-in report at the start of the tenancy, if a dispute claim is made. Encourage tenants to go around the property to check the condition against the check-in report and inventory. Ensure you receive a signed agreement of the report back from the tenant within 48 hours of moving in.
- 4 Provide detailed expectations about cleaning in the agreement**  
Disputes often occur when expectations are unclear or mismatched between landlord and tenant. Where a tenant may feel that a thorough DIY clean is enough, a landlord may expect a professional clean. Be clear on the tenant's cleaning responsibilities so they know what is required of them before moving out, but ensure the responsibilities are fair and reasonable.
- 5 Include a cleaning clause**  
If you intend to use the deposit for cleaning costs, you must make this clear in a separate cleaning clause within the tenancy agreement. This is especially important if you have given the tenant permission to keep a pet in the property.

- 6 Differentiate between fair wear and tear, and clean**  
It is important to specify the difference between fair wear and tear, and cleanliness, in the tenancy agreement. However, it is important to inform the tenant that although something may become worn or aged over time, it can still be cleaned.
- 7 Visit the property for interim checks**  
It is possible to spot warning signs during interim inspections of the property. By addressing issues with the tenant at the time, cleaning issues can be resolved quickly before they become a problem over time. When conducting an interim check, look out for mould in the bathroom; potent smells from furniture, carpets and curtains; appliances, doors, cabinets and blinds that are sticky to the touch; soiled or smelly litter trays; a build-up of clutter or rubbish; and spillages on carpets.
- 8 Conduct a thorough check-out report**  
The check-out report is a key document for recording how the property has changed during tenancy, since the check-in report was agreed. This will help all parties (including the adjudicator) assess any deterioration to the property and if this is a result of cleaning issues on behalf of the tenant. Ideally, the person who conducted the check-in report should do the check-out report, although this may not always be practical.
- 9 Provide evidence at check-out**  
Photographs and video evidence are generally of little value in support of cleaning claims, other than for individual items such as ovens or other kitchen appliances. If photos have been used in the check-in report and there is clear evidence to show a change in condition, photos can help with disputes. Not all cleanliness is visual, however, and it is important to note odours or sticky surfaces in the property – ideally against similar observations in the check-in report.
- 10 Supply detailed quotes and invoices for cleaning**  
Invoices or quotes will help to show the tenant how much of their deposit will be deducted, if they have not cleaned the property to the required standard. Providing the amount is fair, this can help to prevent dispute claims being escalated further. However, if the tenant doesn't agree, detailed invoices are helpful in support of your claim, although an adjudicator is not bound to accept the full amount.

**You can download guides and templates for tenancy agreements or check-in/out reports for free on the new TDS website.**

**VISIT**

[The TDS Lounge](#)

# TDS TRENDS

Many have speculated that tenancy deposit protection scheme preferences are changing. This data taken over a 6-month period was gathered to provide clarity on the bigger picture.

It shows that both Insured schemes

(where the landlord or agent holds the deposit) and Custodial schemes (where a provider like TDS holds the deposit) both remain popular.

The findings also show that the market is remaining stable with growth in both

schemes continuing.

As the only not-for-profit government-approved tenancy deposit scheme, we will continue to monitor the numbers to give our industry a factual view on the market.

45% OF ALL TENANCY DEPOSITS PROTECTED ARE IN CUSTODIAL SCHEMES

1,839,132 DEPOSITS



55% OF ALL TENANCY DEPOSITS PROTECTED ARE IN INSURANCE-BACKED SCHEMES

2,219,778 DEPOSITS

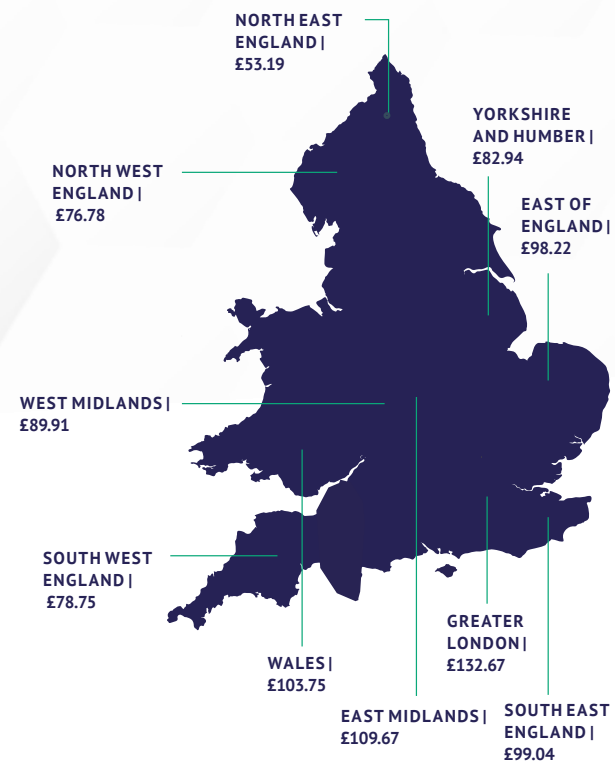


TDS CUSTODIAL HAS GROWN BY 34% OUTPERFORMING ALL OTHER CUSTODIAL SCHEMES (BY NUMBER OF DEPOSITS PROTECTED)



AVERAGE NUMBER OF DAYS FOR TDS TO RETURN DEPOSITS FROM CONFIRMATION OF RELEASE 1 DAY

## AVERAGE DEDUCTION FOR GARDENING ACROSS REGIONS



AVERAGE NUMBER OF DAYS FOR TDS TO RESOLVE CUSTODIAL SCHEME DISPUTES 7 DAYS

NUMBER OF DAYS THE INDUSTRY RESOLVES CUSTODIAL SCHEME DISPUTES 18-29 DAYS

\*MHCLG Data Sharing Report April to September 2019

# Ask an Adjudicator



Regardless of what the deposit dispute is about or who is responsible, these examples from Sandy Bastin, Head of TDS Adjudication Services, show just how important it is to dot the i's and cross the t's when it comes to tenancy agreements, communications and evidence.

### Who is responsible for mould during a tenancy?



Tenants have a duty of care to promptly alert landlords to any areas of concern that may need repairing or replacing, such as when mould starts to appear.

Typically, the response we usually see is that landlords are responsible when there is a fault with the building that has caused the mould, for example a leaky pipe. Tenants would have responsibility for housekeeping and if the mould develops during their tenancy, i.e. was not present at the beginning of the tenancy and was not as the result of a fault with the property, it may be down to lifestyle.

However, this is not always the case, and every case should be considered based on the evidence provided. A statement alone as to the cause of mould will not by itself be sufficient to place liability on either the landlord or tenant.

### The tenants admitted they were responsible for damages but now deny previous communications. What do I do?



Even if you, the landlord, are clear in your own mind as to what had been said and discussed between you and the tenants, you need written evidence to support this. The adjudicator is not able to take one party's word over another and does not have the benefit of being involved in the dispute previously and will not ask for further evidence.

It is important, therefore, to document matters discussed and agreed during any negotiations carefully in writing, even if it feels like you are telling somebody something they already know and to obtain the tenants' acknowledgment of any agreement reached. This includes agreeing the condition of the property and its contents at the start of the tenancy and the negotiation of deposit deductions at its end.

### There are two clauses in the tenancy agreement that conflict about responsibilities between landlord and tenant. What should I do?



The natural path of a tenancy deposit is for it to be returned to the tenant. If the tenancy agreement is ambiguous, this may well stop a landlord or agent from successfully claiming from a deposit.

This highlights the importance of clear and correct clauses in tenancy agreements and reinforces the need for all parties to thoroughly check the tenancy agreement and to read it carefully to ensure there is no ambiguity and that they fully understand their responsibilities.



Sandy Bastin, Head of TDS Adjudication Services

## WEED IT AND REAP

**IS THE GRASS GREENER ON THE OTHER SIDE? NOT ALWAYS. WITH GARDENING FEATURING IN THE TOP 5 REASONS FOR END OF TENANCY DEPOSIT DISPUTES, IT'S TIME TO TEND TO THOSE OUTSIDE SPACES.**

**WITH SPRING AROUND THE CORNER AND NATURE ABOUT TO BURST INTO FULL BLOOM, WE THOUGHT IT WOULD BE THE PERFECT TIME TO SHARE SOME REAL-LIFE GARDENING DISPUTES BETWEEN TENANT AND LANDLORD, IN THE HOPE YOU CAN AVOID THE SAME.**

### Thyming matters

Perhaps the most frequent gardening dispute concerns weeding and overgrown gardens.

In this particular case, the landlord claimed £200 for general gardening maintenance because the gardens were overgrown at end of the tenancy. The tenants argued that they had maintained the gardens to a reasonable standard.

Whilst the check-out report stated that both the gardens needed work at the end of the tenancy, it didn't provide a statement to their condition at start of tenancy. However, the landlord was able to produce dated photographs for both the start of the tenancy, and two weeks after it ended in the summer, which were not objected to by the tenant. A comparison of these showed that the condition of the gardens was worse at tenancy end.

The adjudicator was satisfied that the tenancy agreement required the tenants to maintain the gardens during the tenancy, and the evidence showed that additional gardening was needed to return the gardens to their original condition.

However, the landlord did not receive the full amount claimed due to growth that likely happened in the two weeks after check-out before the photos were taken. In order to reach a reasonable compromise, and to allow for the additional growth that could not be attributed to the tenant, the adjudicator awarded £150 to the landlord.

**Top Tip: Be timely in reporting the condition of a garden. Always include a detailed statement of garden conditions at check-in with supporting dated photographs where possible. Report on any changes to the garden at the time of check-out, as any evidence provided after that may not be accurate.**

### Paving the way for a dispute

In this case, the landlord claimed for the costs of removing flagstones that were laid over the lawn by the tenant. Although the check-in report showed that the garden had long weeds and was not in a good condition, the tenant didn't request permission to pave the lawn.

In the view of the tenant, they had improved the garden, however the adjudicator took the view that the landlord was entitled to choose a lawn over paving, and that the tenant's actions resulted in unreasonable expense to the landlord.

The adjudicator agreed that the landlord was entitled to compensation for the cost of removing the paving, but the landlord couldn't produce an estimate for the cost of the work. The adjudicator awarded £100, which was considered a reasonable sum for the cost of making good.

**Top Tip: Tenants may make changes to a property during the tenancy, with permission. If unauthorised changes leave the landlord in a worse position at end of tenancy, the landlord will need to provide evidence if a dispute is claimed. Comprehensive check-in/check-out reports and detailed quotes are essential to support the claim.**

Read more case studies at [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)



Debbie Davies,  
Head of Sales and Marketing

# A DAY IN THE LIFE OF THE AGILE TDS TECH TEAM

**Technology is an important part of life at TDS. Whether we're improving internal systems to enable our teams to serve our customers more efficiently, or developing tools, apps and websites to make life easier for landlords, agents and tenants, our tech team is continuously innovating.**

**We spoke to Jorden Adams, our Agile Business Analyst (BA) and Scrum Master, to find out more about life in the technology department at TDS.**

## FIRSTLY, WHAT DOES AN AGILE BUSINESS ANALYST AND SCRUM MASTER DO?

As an Agile Business Analyst, my responsibilities are to gather new requirements from the business and define improvements by setting an acceptance criteria for all projects. In other words, I ask the questions that seek to understand what users need (these users could be internal staff or our customers) and what we need to make the project a success.

An Agile BA works differently to a traditional business analyst, in that project progress moves fast and can adapt as it goes (as opposed to the more linear waterfall style of project management). We work in very quick 'sprints', which involves a quick round of building, reviewing and testing. In a traditional waterfall environment, that takes months of planning, whereas we package that into two weeks!

**"An agile team brings people together that have the experience and skills to deliver appropriate solutions for the user – not just the business."**

## WHAT DOES A TYPICAL DAY LOOK LIKE FOR YOU?

I spend a lot of time with different people in the business compiling a list of user stories, which then allows me to refine requirements, write test scripts and plan communications.

An initial sprint planning session takes place to discuss what we'll build. This allows customers of the business to prioritise what they believe will be best for the business and its customers.

Following that, we have regular meetings (scrum ceremonies) and showcases where we present what we've done on the project so far. Retrospective meetings are key too, as this allows us to review what's worked well – and where we need to improve in the next round of development.

**"I ask the questions that seek to understand what users need."**

## WHAT DO YOU LOVE MOST ABOUT WORKING AT TDS?

Agile projects require a flat structure rather than a hierarchical setting, which means that everyone pulls together as a team.

We encourage a continuous feedback loop with our users and colleagues to keep the project moving forward at pace.

This allows us to move forward fast and with no stones unturned. By having bi-weekly showcases and quick workshops, everyone sees progress.

Innovation really thrives in an agile environment. An agile team brings people together that have the experience and skills to deliver appropriate solutions for the user – not just the business.

We also involve subject-matter experts into the projects, which accelerates everyone's learning and knowledge about new technology and practices.

It's great fun, too! There's a real buzz about agile working. We are able to make changes really quickly, and adapt to changing market needs in a flash, which helps to keep TDS ahead of the game with technology.

## WHAT CAN WE LOOK FORWARD TO IN THE FUTURE WITH TDS?

Our focus this year is to ensure that everything we develop is user-centred to make lives easier. Whether we're supporting our colleagues or customers with technological solutions, we're stripping it all back to develop intuitive, streamlined innovations that allow all of our customers to enjoy even easier tenancy deposit protection.

TDS is so open to change. It's great to see so many people at TDS giving up their time to be involved in these innovative new projects. 2020 is going to be an exciting time for technological advances. Watch this space!



Jorden Adams,  
Agile BA &  
Scrum Master

# WHAT'S ON ?

Events, workshops and other resources



## ARLA PROPERTYMARK CONFERENCE LONDON | 2020

Join us on 2nd September at the ARLA Propertymark Conference at ExCeL London where TDS will be co-sponsoring the event.

ARLA Propertymark aims to raise standards so that letting agents, landlords and tenants can enjoy a better experience when finding and managing a property.

The conference is a great opportunity to network and find out more about some of the excellent work being done in the PRS and we're excited to be involved again.

Come and meet the TDS team at stand C11.



**STEVE HARRIOTT**  
Group Chief Executive



**NICK HANKEY**  
Deputy Chief Executive | Resources  
Group MD Scotland



**REBECCA JOHNSTON**  
Managing Director | TDS Custodial  
Director of Business Development | Tenancy Deposit Scheme



**ALISON MACDOUGALL**  
Director of Dispute Operations  
Managing Director | TDS Northern Ireland

### ASK ME ABOUT

The dispute resolution process & TDS Northern Ireland



**JOHN KING**  
Head of Member Services

### ASK ME ABOUT

TDS membership and the TDS Academy



**DEBBIE DAVIES**  
Head of Sales and Marketing

### ASK ME ABOUT

Joining or switching to TDS from an alternative deposit protection scheme



**KELLY WALLACE**  
Sales Manager

### ASK ME ABOUT

Joining or switching to TDS from an alternative deposit protection scheme



**MICHAEL HILL**  
Executive Assistant

### ASK ME ABOUT

The dispute resolution process and deposit disputes

ARLA PROPERTYMARK CONFERENCE LONDON | 2nd September 2020

1

DISPUTES & DAMAGES THE TDS WAY MANCHESTER | 8th September 2020

2

3

TDS ACADEMY FOUNDATION COURSE LONDON | 16th September 2020

DISPUTES & DAMAGES THE TDS WAY LONDON | 21st September 2020

4

ARLA PROPERTYMARK REGIONAL MEETING HAMPSHIRE | 30th September 2020

5

ARLA PROPERTYMARK WELSH NATIONAL CONFERENCE CARDIFF | 15th October 2020

DISPUTES & DAMAGES THE TDS WAY BIRMINGHAM | 5th November 2020

7

DISPUTES & DAMAGES THE TDS WAY LONDON | 12th November 2020

8

ARLA PROPERTYMARK REGIONAL MEETING OXFORD | 12th November 2020

9

ARLA PROPERTYMARK MIDLANDS CONFERENCE DROITWICH SPA | 19th November 2020

10

## 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.

### 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.

### TDS 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.

### 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.

### 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.

### 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.

### 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](http://www.tdsfoundation.org.uk)

### VISIT

[TDS Events](#)



## Contact TDS

✉ [deposits@tenancydepositscheme.com](mailto:deposits@tenancydepositscheme.com)

☎ 0300 037 1000

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

