



Switching Tenancy Deposit Schemes

Dawson Property is a leading independent estate agency in South Wales. They share their experience of switching from one tenancy deposit protection provider to Tenancy Deposit Scheme (TDS) and shed light on the differences between the schemes.

As an award-winning agency with branches throughout Wales, Dawsons Property is known nationwide for their personable service. The agency is keen to maintain and protect that reputation and places great importance on their partners and suppliers delivering an equally personal service to their clients.

The switch from DPS to TDS - “Quick, effective and refreshing”

Following an acquisition, Dawson’s inherited a portfolio of deposits held in the DPS scheme but soon found that their service didn’t align with how the agency engaged and built client relationships.

“Sadly, DPS is not a customer-oriented scheme. It is overly automated and not personal enough for us, so a move to TDS was the obvious solution,” explained Ricky Purdy, Director of Lettings at Dawsons.

“A key factor, and request, was that our clients would be unaffected during and after the transition from DPS to TDS,” added Ricky. *“TDS took this fully on board. They took over conversations and the bulk of interaction with DPS instigating a batch transition. This not only made the whole process quick and effective, but also gave us one dedicated point of contact for all our needs, which is a refreshing service not available with other scheme providers.”*

With customer relationships of paramount importance, it was essential that the switching process was as smooth as possible.

“We were assisted at every stage of the process. The transition to TDS was so smooth and efficient that we now factor in an immediate scheme-switch on all acquisitions at the earliest opportunity,” continued Ricky. *“This allows us to whole-heartedly and confidently reassure our new landlords and tenants that their interests are our priority and that we have chosen the best scheme available for them.”*

Dawson’s’ retention rate stood at 100% after the transition from DPS to TDS was complete, with an average tenant and landlord review score of 5 stars based on independent feedback through [Feefo](#).

“The customer service we were provided from the initial stages of inquiry through to advice and implementation on both accounts were second to none.”



The switch from Insured to Custodial - “Great reassurance for us and our clients”

After using [TDS Custodial](#) for this portfolio, Dawson's decided that the [TDS Custodial scheme](#) would suit their needs better than the TDS Insured scheme. Receiving the best of both worlds, with [TDS Custodial](#), they could still enjoy the same customer service levels experienced when using the TDS Insured scheme in addition to the unique key features of [TDS Custodial](#). These include an intuitive deposit management dashboard, pre-populated version of the prescribed information, simple tenant changeover function and a fully [Online Deposit Cap solution](#) – no more spreadsheets.

“Nothing was too big an issue and having a designated and dedicated point of contact through what was a very big transition, with many numbers involved, made it a smooth journey for all involved,” explained Ricky.

“The way TDS follow up on the completion of a large transition, and how they continue to be a point of contact, is a great reassurance for us and our clients. There is always someone on the end of the phone if we need them. We, along with our tenants and landlords, have benefited greatly from this very efficient and organised process.”

“Our decision to make these changes continues to be proven as the right one, and we look forward to working alongside TDS in the future.”

We would like to thank [Dawson's Property](#) and [Ricky Purdy](#) for taking the time to tell us about their experience. We very much look forward to working with them and their clients in future.

Interested in switching, too? It's quick and easy. [Click here to discover more.](#)