



# Annual Review

## 2018-19

  
Charitable Foundation

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## What is the TDS Charitable Foundation?



The TDS Charitable Foundation (TDSCF) exists to raise standards in the private rented sector. This objective is delivered by providing education and information to tenants, landlords and agents directly and through grants to other organisations.

### The Foundation looks to support projects which focus on:

- Promoting knowledge of landlords' obligations
- Promoting knowledge of tenants' rights and responsibilities

The Charitable Foundation was launched in 2014 and since this time has provided funding for 54 projects.

To date, the Foundation has awarded £753,375 to fund a range of different ventures, all with a core focus to advance education about housing rights and obligations.

Organisations are invited to submit applications to outline their proposed projects or initiatives. All applications received are reviewed by the Board of Trustees. Three Trustees are appointed by the The Dispute Service and the remaining trustees are appointed by the Board as Independent Trustees.

The Foundation is funded by donations from The Dispute Service – the leading tenancy deposit scheme which operates on a not-for-profit basis across the UK. We support organisations of varying sizes and make-up within England, Wales and Northern Ireland.

In Scotland, The Dispute Service is a partner in the SafeDeposits Scotland Trust which works towards similar goals in the Scottish private rented sector.

**TDS Northern Ireland** is a wholly-owned subsidiary of The Dispute Service, providing both Custodial and Insured tenancy deposit protection. The TDS Charitable Foundation considers applications from organisations within Northern Ireland and this year funded their first Northern Ireland project.

**SafeDeposits Scotland** is a not-for-profit organisation which safeguards over 100,000 deposits of private rented tenants under Scottish law. The scheme funds the SafeDeposits Scotland Charitable Trust, funding projects aimed at promoting education, training and best practice in Scotland's private rented sector.

**The Tenancy Deposit Scheme** is operated by The Dispute Service providing tenancy deposit protection in England and Wales. TDS offers both Insured deposit protection, **TDS Insured**, and Custodial deposit protection, **TDS Custodial**.

The TDS Charitable Foundation is funded by donations from The Dispute Service and provides grant funding to organisations within England, Wales and Northern Ireland

**Did you know?**  
The TDS Charitable Foundation and SafeDeposits Scotland Trust have funded their first joint research project this year which is detailed on page 9.

# A spotlight on projects funded by the TDS Charitable Foundation

Over the past year, a number of funded projects have been completed. What follows is a flavour of those which have been completed with the financial support of the TDS Charitable Foundation:

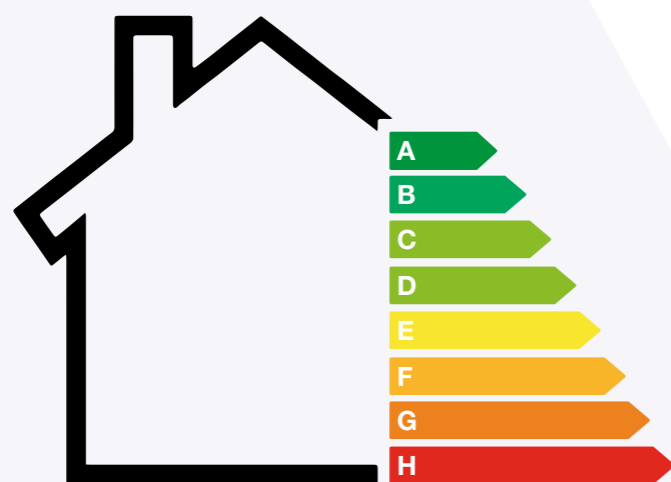
## Centre for Sustainable Energy

### Getting Ready For MEES

Since April 2018 all rented properties having a new or renewed tenancy must have an EPC rating of at least "E". From 1 April 2020, this will be extended to all rented domestic properties (including existing tenancies).

With £14,050 in funding from the Foundation, the Centre for Sustainable Energy (CSE) sought to support landlords in the South West to better understand their obligations around new Minimum Energy Efficiency Standards (MEES), avoid fines, claim grants for energy efficiency measures, improving both their properties and their tenants' wellbeing.

365 landlords were able to benefit from direct one-to-one advice and a further 382 landlords received information on MEES. As well as delivering a successful local service, the project has been vital in shaping discussions with senior civil servants from BEIS (the government department responsible for MEES). The early findings from the project have been utilised by CSE to convince BEIS to properly fund five pilots in England to better understand the resources needed to improve landlord awareness and local enforcement. Bristol is earmarked as one of these pilots, in part thanks to the working group led by CSE with Bristol City Council, and two local housing advice providers, which came about because of this project.



## Living Options Devon

Living Options Devon is a user-led organisation which works to ensure that people with disabilities can live the life they choose.

With grant funding of £11,143.28, they created easy to understand information about Housing Rights and Responsibilities in British Sign Language video clips for deaf people. The clips were created and shared directly on the website and social media as well as being sent via email and DVDs posted to local deaf people.

<http://www.livingoptions.org/deaf-tenants-rights-and-responsibilities>



## Father Hudson's Society, Brushstrokes Community Project

Brushstrokes is a community project of Father Hudson's care and has been working with migrants in the Sandwell area since 2000. The TDS Charitable Foundation provided grant funding of £9,994 for The Safe and Sound project. This initiative aimed to provide information, education and support to refugees and EU migrants about the rights, responsibilities and opportunities of renting in the private sector, supporting them to secure and sustain tenancies and creating more opportunities for dialogue between landlords and migrant tenants in Sandwell.

The project has demonstrated an increased demand for housing and welfare advice, particularly among EU nationals, which is not being met in this particular area.

<https://www.brushstrokessandwell.org.uk/copy-of-use-it>



## Newcastle City Council (Private Rented Service)

£12,000 was awarded by the Foundation to enable a series of short educational films for tenants to help them understand their rights and responsibilities. These were aimed at prospective tenants who may be looking to access the private rented housing sector for the first time as well as those already in the sector who are looking for alternative accommodation.

The guides produced looks at a range of subjects which will be of benefit to tenants at different stages in their tenancy:

Find more information here:

[http://tdsfoundation.org.uk/renting\\_resources/tenant-guides](http://tdsfoundation.org.uk/renting_resources/tenant-guides)



Information on all funded projects and the resources generated can be found on the TDS Charitable Foundation website:

<http://tdsfoundation.org.uk/programmes>

# Designs on Property

A grant of £14,939 was awarded to Kate Faulkner of Designs on Property Ltd to produce 12 papers and research surveys to better inform the property industry including agents, tenants, lenders, financial briefing advisors and insurance companies about residential property market facts and figures and the consumers within it.

## What are the reports?

- [Who are the individuals providing private rented accommodation?](#)
- [The impact of accidental landlords on the private rented sector](#)
- [What impact is enforcement of rules and regulations having on the private rented sector?](#)
- [How do we stamp out damp, condensation and mould in the private rented sector?](#)
- [How can conflicts between tenants, landlords and letting agents be reduced?](#)
- [What tenants need to do to rent?](#)
- [What are the real legal requirements and costs of letting a property, and how can we communicate them better to landlords and tenants?](#)
- [What levels of return do buy to let investors expect and need their property investment to deliver, when and how?](#)
- [Has the private rented sector grown because people want to rent, or because they cannot afford to buy?](#)
- [Motivating landlords and tenants on their rights and responsibilities](#)
- [What do parents buying a property for their children's student accommodation need to know? Would they be better off using bespoke student accommodation instead](#)
- [Communicating new EPC rules to landlords and tenants](#)

## Reach of the reports

The reports were distributed through the Property Checklists website with 6,500 downloads recorded. They were also included directly on the TDS Charitable Foundation website as well as being sent to key industry figures and distributed through press coverage in the industry news. 'Opportunities to see' were generated from each report and an overall reach figure of 2,826,850 was calculated.

“ The funding has enabled comprehensive, independent and unbiased reports to be produced about major topics within the PRS which bring together research from tenant groups, government, industry experts and make recommendations to improve landlord and tenant communication and understanding of letting in the PRS. ”

Kate Faulkner, Founder of Property Checklists



# On-going projects

The TDS Charitable Foundation has been providing funding to charities and organisations since 2014. The grant funding provided is used in many different ways with these ranging from short event driven initiatives to longer term ventures, all working to advance education about housing rights and obligations.

Below are the on-going projects continuing to deliver advancements within the private rented sector.

## Grants awarded

Open Doors Housing	£8,520	Video clips for students explaining tenant and landlord responsibilities
Stride Partnership	£10,640	Facilitate a program of training workshops
Propertymark Qualifications	£50,000	The development of centre based qualification programmes
Firvale Community Hub	£9,984.16	Work with Slovak Roma families to explain the tenancy agreement and responsibilities of a tenant as well as providing resources
Avon and Bristol Law Centre (ABLC)	£7,184	Weekly, bookable, free, tenancy information sessions supported by volunteer law students
Fair Housing For Frome	£9,700	Six interrelated areas of work achieved through a range of promotional materials, services and events
Sutton Borough Citizens Advice Bureau	£22,181	Training package to give trainee volunteers the necessary skills for the provision of information and advice and an understanding of how to obtain and then provide accurate, relevant and up to date information
Refugee Council	£10,000	Contribution towards the London based 'refugee private rented scheme.' Providing advice sessions and group pre-tenancy support to prepare newly recognised refugees for searching, securing and maintaining tenancies



# What has the TDS Charitable Foundation funded this year?

During 2018-2019, the TDS Charitable Foundation has provided 9 grants across England, Wales and Northern Ireland. The total amount awarded within this year is £293,223.01.

## Bromley by Bow Centre | £25,000

The Foundation has awarded funding to enable the recruitment of a part-time Community Development Officer who will promote the 'Tower Hamlets rental charter' throughout the borough, raising awareness and ensuring that the charter is implemented more consistently and effectively.

## Bristol Citizens Advice Bureau | £10,258

Funding has been provided to support a student-focussed campaign concentrating on education using social media, radio, a presence at Freshers week, information stalls in common areas of Bristol University, newsletters and a student-focussed event at the West of England Landlord Expo.

## Law for Life | £19,805

Law for Life previously received funding from the Foundation for projects with an alternative focus. In this round, funding has been awarded to fund the creation of 3 practical guides for private tenants who are threatened with homelessness; complemented with 4 regional workshops for intermediaries to ensure maximum take up and reach of the information.

## Citizens Advice Manchester | £21,000

The innovative project from Citizens Advice Manchester has been granted funding to enhance the Facebook messenger platform with the development of an Advicebot machine learning to provide advice 24 hours a day, provide early access and deliver in the way that users are now requesting.

## Oxford Citizens Advice Bureau | £5,000

The Foundation has awarded a grant to Oxford CAB to provide tenancy rights information in five languages (Spanish, Portuguese, Polish and Italian, plus English) to be disseminated on their own direct website as well as partner platforms to raise awareness of tenants rights in the Oxford area. The organisation are working with 15 local employers, partners and Oxford City Council on shared promotion of the guides.

## South Hams Citizens Advice Bureau | £5,000

The funding has been awarded to continue the previously funded project, facilitating an adviser in the area who is able to provide a range of energy efficiency information and advice, including offering free energy efficiency assessments, to low income households living in private rented properties.

## Shropshire Housing Alliance | £5,000

The funding awarded by the Foundation will be utilised to host a specific area on the existing Shropshire Housing Alliance website for a bespoke Youtube channel. Alongside the digital resource, an existing tenant handbook will be enhanced with updates publicised in real time.

## Ulster University Students Union | £5,146

The first organisation in Northern Ireland to receive funding from the TDS Charitable Foundation. The grant will be used to train and equip seven Students' Union Officers, an Advice Coordinator, Advice Caseworker and a member of Student Support with the OCN accredited Level 3 Housing Advice Training Programme (HATP). It will also cover annual membership of the Housing Rights Network as well as Rent to Right videos.

## The UK Collaborative Centre for Housing Evidence (CaCHE) | £295,521

\*Safe Deposits Charitable Trust donating 1/3 of the total grant

The centre, which was established in August 2017, is a multidisciplinary partnership between academia, housing policy and practice. Over the course of the five-year programme, CaCHE researchers will produce evidence and new research which will contribute to tackling the UK's housing problems at a national, devolved, regional, and local level.

The Foundation has awarded its largest bid funding to date for a specific research project. The TDS Charitable Foundation has awarded funding alongside a further contribution from SafeDeposits Scotland Trust amounting to 1/3 of the costs.

We have proposed a number of research projects or questions to address and asked the CaCHE team to respond. The focus for the first year of the programme includes:

- 1 A review of enforcement of Private Rented Sector Legislation across the UK. What works well, what works less well and what might the future look like.
- 2 Understanding the discrepancy across the UK between the number of tenancies in the private rented sector and the number of deposits protected. Does the difference represent a lack of understanding of the need for deposits to be protected, weak enforcement, deliberate avoidance or something else? What might be done to secure higher numbers of deposits protected across the UK.
- 3 All of the TDP schemes across the UK operate alternative dispute resolution schemes. What are the strengths and weaknesses of the current systems? How might they be improved? Could ADR be extended into the County Court and First Tier Tribunal? What examples exist elsewhere which show leading edge ADR systems for resolving disputes? Could they be applied in the UK to make it easier for landlords and tenants to resolve their disputes? What models exist for meeting the costs of providing ADR or other dispute resolution systems?

Each individual project will produce a number of key outcomes including a working paper, policy briefing and a knowledge exchange workshop, event or public activity relating to the project's work and findings.

# Summary of Accounts



Financial statements for the year ended 31 March 2019

Incoming Resources	Note	Unrestricted funds (£)	Total year ended 31 March 2019 (£)
<b>Incoming resources from generated funds</b>			
Donations		64,075	64,075
Interest		1,640	1,640
<b>Total Incoming Resources</b>		<b>65,715</b>	<b>65,715</b>
<b>Resources Expended</b>			
Charitable activities		(193,228)	(193,228)
Support costs		(1,938)	(1,938)
<b>Total Resources Expended</b>	<b>1</b>	<b>(195,166)</b>	<b>(195,166)</b>
Net Movement in funds		(129,451)	(129,451)
<b>Reconciliation of funds</b>			
Total funds brought forward		423,595	423,595
Total funds carried forward		294,144	294,144

## The Trustees as at 31st March 2019:

Professor Martin Partington, CBE, QC, Chair

Martin Blakey

Peter Bolton King

David Cox

Steve Harriott

Alison Macdougall

Sheila Manchester


Colum McGuire

Katrine Sporle



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

 [info@tdsfoundation.org.uk](mailto:info@tdsfoundation.org.uk)

 0300 037 1000