

Multi Branch Letting Agency Seamlessly Moves All Deposits to TDS Custodial

Alexander & Co, a long-term customer of Tenancy Deposit Scheme (TDS) has voiced their delight at the standard of customer service they received when switching to TDS Custodial. The multi-branch estate agency made the transition from TDS Insured to TDS Custodial a number of years ago now and has been impressed with how easy it has been to switch schemes for their recent acquisitions.



Ricky Mitchell,
Head of Central Operations
at Alexander & Co, said

“TDS have been incredibly helpful and invaluable in switching our recent acquisitions (from other providers) to the TDS Custodial platform. I would highly recommend TDS.”

There are many advantages to switching from an insured scheme to TDS Custodial. Alexander & Co were keen to use a scheme that streamlined the processes internally and for their clients. The free protection also comes with a host of useful features including a simple tenant change over function, a lead tenant change-over feature, and a prepopulated Prescribed Information document to name a few. Agent members can also add multiple users to their account and set different permissions for each individual, which was appealing to a multi-branch agency like Alexander & Co.

Alexander & Co always put their customers first, which is evident in their outstanding Feefo reviews. Their average rating is 4.5 out of 5 with hundreds of 5-star reviews. It was

therefore paramount that their customers received an excellent standard of service throughout the transfer to TDS Custodial.

TDS shares this commitment to customer service with an award-winning team and unparalleled service standards.

We would like to thank Alexander & Co. 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.](#)