

Adjudicators' Code of Conduct

Tel: **0333 037 1000**

Email: **deposits@tenancydepositscheme.com**

www.tenancydepositscheme.com

Tenancy Deposit Scheme, West Wing, Maylands Building, Hemel
Hempstead, Herts, HP2 7TG

Adjudicators' Code of Conduct

TDS is committed to giving agents, tenants and landlords a high quality service at all times. TDS adjudicators are independent decision makers, who reach their judgements on disputes free from the influence, guidance or control of management authority. The way in which they carry out their role is in accordance with the TDS Adjudicators' Code of Conduct, which:

- explains the role TDS adjudicators play in maintaining the fairness, integrity, and impartiality of the decision making process;
- are to be read in conjunction with the Rules of the Adjudication and other guidance issued by TDS on how adjudication decisions are made (for example, our published case studies and decision making principles/guidelines).

A TDS Adjudicator must:

- ✓ make themselves fully aware of all the information/evidence presented in relation to a dispute before they make their adjudication decision;
- ✓ reach an adjudication that is fair and proportionate to the dispute;
- ✓ write adjudication decisions in a way that is clear and easily understood, taking into account the issues and the needs of the parties to that dispute;
- ✓ produce their adjudication decision within the required timescale – if there is a reason they cannot do this they must tell TDS. TDS may then explain to the parties that there may be a delay in reaching an adjudication, or appoint a different adjudicator;
- ✓ tell TDS of any conflict of interest, relationship or other issue affecting their involvement in a dispute, which is likely to affect their independence or impartiality. For example, they may have had previous personal or business dealings with a letting agent who is a party to a dispute, or know one of the parties. If in doubt, the adjudicator should excuse themselves from the case so that another adjudicator can be appointed;
- ✓ when receiving a case for adjudication, tell TDS as soon as possible if they feel they cannot make a fair, reasoned, independent or impartial decision, in order that a different adjudicator can be appointed in a timely way;
- ✓ work within strict principles of confidentiality and not disclose any personal information they have obtained as an adjudicator for the Tenancy Deposit Scheme.

Failure to follow this Code of Conduct can result in disciplinary action