

# Assured Shorthold Tenancy Agreement

under Part 1 of the Housing Act 1988 relating to

1 Any Town Street, Any Town

**Term: From 10/5/1999 to 8/11/1999**

Rent: £ **750** per calendar month

Deposit: £

<b>Agent:</b>	City Property Lets
<b>Address for contact after end of tenancy:</b>	58 Gloucester Road, Bishopston, Bristol, BS7 8BH
<b>Telephone number:</b>	0117 908 0062
<b>Fax:</b>	0117 908 0063
<b>Email address:</b>	accounts@city-property-lets.co.uk

Lead Tenant:	_____
Address for contact after end of tenancy:	_____
Telephone number:	_____
Email address:	_____

Deductions may be made from the Deposit in accordance with Clause 7 of the attached Assured Shorthold Tenancy Agreement.

A leaflet explaining how the Deposit is to be protected by the Housing Act 2004 will be provided to the Tenant by the person holding the Deposit, being City Property Lets Ltd.

The holder of the Deposit will register the Deposit with and provide other required information to the Tenancy Deposit Scheme within 14 days of the commencement of the Tenancy and provide proof to the Tenant of compliance. If the holder of the Deposit fails to provide proof within 14 days the tenant should take independent legal advice from a solicitor, Citizens Advice Bureau (CAB) or other housing advisory service.

The procedure for instigating a dispute regarding deductions from the Deposit at the end of the Tenancy are explained in clauses A1.1 to A1.12 shown below. No deductions can be made from the Deposit without written consent from both parties to the Tenancy Agreement.

## Procedure for dispute at the End of the Tenancy

A1.1. When the landlord and tenant agree how the deposit should be returned, in full or in part, it must be paid back within 10 working days. Failure to return the deposit within the specified period will be grounds for the tenant to refer the matter directly to the Independent Case Examiner of the Dispute Service Ltd (ICE).

A1.2 The tenants should make their best endeavours to inform the Member if they wish to raise a dispute about the deposit within 20 working days after the lawful end of tenancy and vacation of the property. The Member has a maximum of 10 working days to resolve the dispute.

A1.3 It is not compulsory for the parties to refer the dispute to the ICE for adjudication. They may, if they choose, seek the decision of the Court. However, this may take longer and may incur further costs. Judges may, because if is a condition of the Tenancy Agreement signed by both parties, refer the dispute back to the ICE for adjudication. If the parties do agree that the dispute should be resolved by the ICE, they must accept the decision as final and binding.

A1.4 The Agent, the Landlord or the Tenant can instigate a dispute by completing the Notification of Dispute form (TDS.2) and submitting it to the ICE. The form can be downloaded from the website [www.tds.gb.com](http://www.tds.gb.com) or be obtained directly from The Dispute Service Ltd at the address or telephone number specified on Page 9 of the attached Tenancy Agreement.

A1.5 If the Agent/Member instigates a dispute they must send with the Notification of Dispute to the TDS the full deposit, less any amounts already agreed by the parties and repaid. Where one of the parties to the Tenancy raises the dispute, the Agent/Member must send the deposit or the balance in dispute together with the relevant evidence being a copy of the tenancy agreement, inventory and schedule of condition, any check in or check out report correspondence and invoices or estimates with 10 days of being told that a dispute has been registered with TDS whether or not the Agent/Member or the other party want to contest it. Failure to do so will not delay the adjudication but the TDS will take appropriate action to recover the deposit and discipline the Agent/Member.

A1.6 The sum in dispute must be remitted to The Dispute Service Ltd within 10 days of being requested to do so, whether or not the parties wish the ICE to resolve the dispute.

A1.7 The ICE will aim to resolve the dispute within 28 days of receiving the final documentation, that is once all the evidence considered necessary has been gathered or requested and a suitable time period has been allowed for submission.

A1.8 TDS will pay out the money within 10 working days of the decision of the ICE or instruction of the court as appropriate.

A1.9 The time-scale specified may be varied at the discretion of the ICE if he considers it necessary to seek legal or other expert advice, or in exceptional circumstances which affect the ability of either party to the Tenancy being able to provide information promptly.

A1.10 The Agent/Member and the parties to the Tenancy must co-operate with the ICE in the consideration of the dispute and follow the recommendations of the ICE concerning the method of resolution of the dispute.

A1.11 If one party raises a dispute with TDS, the TDS will contact the other party giving a right to reply within 10 days. If the other party fails to reply TDS will make their adjudication and decision upon the information already held and find accordingly for the party raising the dispute.

A1.12 If the Landlord or the Agent are unable to contact the Tenant despite making reasonable efforts to do so or the Tenant is unable to contact the landlord or the agent despite making reasonable efforts to do so action must be taken through the County Court system to get a judgement for the return of or deductions from the Deposit.

The Landlord confirms that the information provided to the Agent (delete if Landlord) and the Tenant is accurate to the best of his knowledge and belief.

The Tenant has been given the opportunity to examine this information and to confirm by signing this document that the information is accurate to the best of the Landlord's knowledge and belief.

The Tenant confirms by signing this document that the Landlord confirms that the information contained is accurate to the best of the Landlord's knowledge and belief.

Signed by the Tenant:

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Signed by the Landlord/Agent:-

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An agreement made **10/5/1999** BETWEEN **A N Other**

of 58 Gloucester Road Bishopston Bristol (hereinafter called "The Landlord") of the one part and

**Mr and Mrs A N Other-Tenant** of as per application forms

and **those nominated** as Guarantor(s)

(herein after called "The Tenant") of the other part each for themselves and their personal representatives/successors in title

WHEREBY IT IS AGREED as follows:-

1

The Landlord AGREES TO LET and the Tenant AGREES TO TAKE ALL THAT land and property situated and known as **1 Any Town Street, Any Town**

(herein after called "The Premises") together with the furniture fixtures and effects therein as the same are more particularly described in an inventory (herein after called "The Inventory") to be signed by the parties hereto prior to the date hereof

2

THE Premises shall be held for a term (hereinafter called "The Tenancy") of **183** days commencing on **10/5/1999**

3

THE rent shall be **750** Pounds (£750) per calendar month payable in advance without any deductions whatsoever the first payment to be made on the signing hereof and the subsequent payments on the same day of each month of the term hereby granted and to be paid to the Landlord or such person or body as he shall direct

4

IF the Tenant shall fail to pay the rent or any sum due under this Agreement within fourteen days of the due date whether formally demanded or not the Tenant shall pay to the Landlord interest in the amount outstanding at the rate of 4% per annum above the base rate of National Westminster Bank PLC from time to time in force calculated on a day to day basis from the date when it was due to the date on which it is paid and interest shall be deemed to be recoverable as rent in arrears

5

(a) The parties acknowledge that this Agreement is intended to create an Assured Shorthold Tenancy within Part 1 Chapter II of the Housing Act 1988 and that the provisions for recovery of possession of the Premises by the Landlord in Section 21 thereof apply accordingly save where the Landlord serves a notice under paragraph 2 of Schedule 2A to that Act

(b) The Tenant acknowledges that immediately before entering into this Agreement he was not himself or jointly with any other person a protected or statutory tenant of the Premises

(c) Without prejudice to the generality of the preceding sub-clause (a) of Clause 5 the Landlord hereby gives notice to the Tenant that the Premises are or may become his principal home and further gives notice that possession of the Premises may be recovered under Ground 1 in part 1 of Schedule 2 to the Housing Act 1988

(d) Without prejudice to the generality of the preceding sub-clause (a) of Clause 5 the Landlord hereby notifies the Tenant that the Premises may be subject to a mortgage and the mortgagee may be entitled to exercise power of sale conferred on him by the mortgage or by Section 101 of the Law of Property Act 1925 and may require possession of the Premises for the purpose of disposing of them with vacant possession in the exercise of that power and further gives Notice to the tenant that possession of the Premises may be recovered on Ground 2 on Part 1 of the Schedule 2 of the Housing Act 1988

6

Nothing in this Agreement shall entitle the Tenant to withhold or delay any payment of the rent or other sum due or in any way prejudice affect or derogate from the rights of the Landlord in relation to such non-payment including (but without prejudice to the generality of the above) under the proviso for re-entry contained in this Agreement

7

Throughout the Tenancy the Tenant covenants with the Landlord as follows:-

(a) to pay the rent at the time and in the manner hereinbefore provided

(b) to arrange forthwith with the relevant authorities for all accounts in respect of gas electricity water council tax telephone and security systems at the Premises to be addressed to the Tenant in his own name and to pay all standing charges in connection with the same and all charges for gas fuel oil and electric light and power which shall be consumed or supplied on or to the Premises during the Tenancy and if any of the said services are discontinued disconnected altered or removed during the Tenancy without the written consent of the Landlord the Tenant will be responsible for reconnection charges and installation and other costs arising in relation thereto (including if necessary the cost of replacement) and at the expiry of the Tenancy to arrange for the transfer of such services into the name of the Landlord and for the addressing of all subsequent accounts to the Landlord provided that the tenant shall be and remain responsible for the costs of such transfer

(c) to pay for the sweeping of any chimneys and flues and ensure that these are swept as often as may be required during the Tenancy

(d) at his own expense to ensure that any windows linen curtains bedding carpets and soft-furnishings are properly cleaned during the Tenancy and at the end of the Tenancy (howsoever determined) and in the case of soft furnishings carpets and curtains cleaning by a supplier previously determined as acceptable and appropriate to the Landlord

(e) to preserve and keep the interior of the Premises and the said furniture fixtures and effects in a good state of repair and shall deliver up said fixtures and effects in such repair at the expiration or other determination of the Tenancy and shall make good repair or at the option of the Landlord pay the value of all or any part of or replace any of such furniture fixtures and effects which may be broken lost damaged or destroyed by the Tenant or his family licensees visitors servants or others (reasonable wear and tear and damage by accidental fire excepted) provided that the Tenant gives immediate notice to the Landlord or his agents of the occurrence of fire and provided further that the relevant policy of insurance shall not have been rendered void or voidable or payment of the whole or part of the insurance moneys shall not have been refused in consequence of some default on the part of the Tenant or others

(f) not to leave the Premises vacant or unoccupied for a period in excess of fourteen consecutive days without first giving written notice to the Landlord of the intention to do so

(g) not to alter or change or install any locks on any doors or windows in or about the Premises or have any additional keys made for any of the locks without the prior written consent of the Landlord and if any such additional keys are made to deliver the same up to the Landlord together with all original keys at the expiration or sooner determination of the Tenancy and in the event that such keys have been lost to pay to the Landlord on demand any costs incurred by the Landlord in replacing those locks to which the keys belonged

(h) to pay to the sum of **£100** (herein after known as "the Deposit") to be held by the Agent (The Agent is a member of the Tenancy Deposit Scheme) without accrual of any interest whatsoever (any interest earned will belong to the Agent) as stakeholder as security for the performance of the Tenant of his obligations under this Agreement and the holding and use of the Deposit shall be without prejudice to any other right or remedy of the Landlord whether express or implied and the Landlord shall notify the Tenant immediately in the event of resort to the Deposit and the Tenant shall forthwith upon such notification make such payment as be required to restore the Deposit to its original balance of **£100**

(i) deliver up to the Landlord the Premises and all new fixtures and fittings and additions thereto (except such as the Tenant shall be entitled by law to remove) and the furniture fixtures and effects described in the Inventory or the articles substituted for the same at the expiration or other determination of the Tenancy in good clean state condition and repair

(j) to take all necessary measures at all times to prevent damage by weather conditions or otherwise to the central heating system in the Premises including but without prejudice to the generality of the foregoing draining the system or leaving it working during any period in which the Tenancy is temporarily away from the Premises and the Tenant further agrees to make good at his own expense any damage caused to the Premises or the contents thereof which occurs by reason of any breach of this sub-clause (j) of this Agreement

(k) to give notice in writing of any repairs which are the Landlord's responsibility hereunder to the Landlord or his agent and where emergency requires that repairs be carried out immediately in order to protect the structure of the Premises or the contents thereof to give immediate notice in writing thereof to the Landlord

(l) to maintain the garden to a neat and tidy standard to mow the lawns of the garden regularly and not to cut lop or remove or damage any of the trees bushes shrubs or plants but to preserve the same

(m) to permit the Landlord or his agent or workmen on reasonable prior notice and at reasonable hours of the day to enter upon and inspect the state and condition of the Premises and the said furniture fixtures and effects and to allow the Landlord and those authorised by the Landlord to carry out to the Premises any repairs which are necessary and the responsibility of the Landlord. If the Tenant is unable to grant access to the Landlord or his Agent he hereby authorises the Landlord or his Agent to use his own key to gain access.

(n) during the last six weeks of the Tenancy howsoever determined to permit the Landlord or his agent to erect on the Premises a sign indicating that the Premises are available for letting and the tenant shall permit any prospective tenants at reasonable times to inspect and view the same

(o) not to make any alteration in or addition to the Premises (whether decorative structural or otherwise) or any part thereof and not to damage or injure the same

(p) not to do or permit or suffer to be done on the Premises or any part thereof anything which may be or become a nuisance or annoyance to the Landlord or to the occupants of the adjoining premises or which would vitiate any insurance or increase the ordinary premiums payable under the policy or policies covering the Premises or the said furniture fixtures and effects

(q) not to carry on any profession trade or business on the Premises or let in or receive paying guests on the Premises or place or exhibit any notice board or notice whatsoever on any portion of the Premises but to use the Premises as a single private residence only

(r) not to assign underlet or part with or share possession of the Premises or any part thereof or of the said furniture fixtures and effects or any of them

(s) not to keep or suffer on the Premises any pet or animal

(t) to pay the Landlord's costs and disbursements (which costs and disbursements shall in the case of legal costs be of a solicitor and own client basis) of and in connection with

(i) the negotiation preparation execution and grant of this Agreement and the Stamp Duty on the Counterpart

(ii) the preparation and service of the Inventory before the commencement of the Tenancy during or on expiry or other determination of the Tenancy

(iii) any steps taken in contemplation or in connection with the preparation of a Schedule of Dilapidations during or after the expiration of the term

(iv) every application made by the Tenant for a consent or licence required by the provisions of this Agreement whether such consent or licence is granted or refused or proffered subject to any qualification or condition or whether the application is withdrawn unless such refusal qualification or condition is unlawful whether because it is unreasonable or otherwise

(v) the preparation and service of a Notice under Sections 146 and 147 of the Law of Property Act 1925 incurred by or in contemplation of proceedings under those provisions of that Act notwithstanding that forfeiture is avoided otherwise than by relief that is granted to by the Court and

(vi) the recovery or attempted recovery of the arrears of rent or other sums due from the Tenant

(vii) the general enforcement of the terms of this Agreement including but not limited to the costs of attempting recovery of or recovery of possession of the Premises

(u) effect and maintain insurance in respect of their own furniture personal possessions and effects within the property

(v) to be responsible for the upkeep of all smoke detectors fitted to the premises replacing batteries as necessary and ensuring that they are kept in working order

8 THROUGHOUT the Tenancy the landlord covenants as follows:-

(a) That the Tenant paying the rent and performing the covenants on the part of the Tenant hereinbefore contained may quietly possess and enjoy the Premises without any unlawful interruption from the Landlord or any person claiming under or in trust for the Landlord

(b) to keep the Premises insured against fire and explosion in the full value thereof and insure the Landlord's furnitures fixtures and effects

(c) to keep the exterior and structure of the Premises including drains guttering and external pipes in reasonable repair (repairs rendered necessary by the negligence or improper acts of the Tenant or his family licensees visitor servants or others excepted)

(d) to keep installations for the provision of heating and supply of electricity, gas and water in good order

(e) ensure ongoing supply for utilities (gas, electric, water etc.)

(f) repair any defects in common parts

(g) ensure that the property is fit for human habitation

9 PROVIDED ALWAYS AND IT IS HEREBY AGREED AS FOLLOWS:-

(a) if the Premises or any part thereof shall at any time during the Tenancy be destroyed or damaged by fire explosion or otherwise so as to be unfit for occupation and use or not through the negligence of the Tenant or servants or others the rent hereby reserved or a fair proportion thereof according to the nature and extent of the damage sustained shall be suspended until the Premises shall be again fit for habitation and use and in case any dispute arises under this provision it shall be submitted to arbitration pursuant to Part 1 of the Arbitration Act 1996

(b) if the rent or any part thereof shall be in arrears for fourteen days after becoming payable (whether formally demanded or not) or if there is any breach of any of the covenants on the part of the Tenant or if the Tenant becomes bankrupt or enters into any composition or other arrangement with his creditors or suffers any distress or execution on his goods or if the Premises shall be left vacant or unoccupied for more than twenty-eight days then the tenancy shall absolutely determine without prejudice to Landlords rights and it shall be lawful for the Landlord or his agent immediately and at any time thereafter to re-enter and take possession of the Premises and of the furniture fixtures and fittings without any liability to an action at law for trespass or otherwise and with the power to recover all rent then in arrear and any further rent and other sum due in satisfaction of any liability due from the Tenant that may accrue under this Agreement

(c) if at any time the Landlord wishes to determine the Tenancy for whatsoever reason the Landlord shall give to the Tenant not less than two calendar months previous notice in writing of such his desire (such notice to expire no earlier than **183** days after the commencement of the term) then immediately on the expiration of such notice the Tenancy and everything herein contained shall cease and be void without prejudice to the rights and remedies of either party against the other in respect of any antecedent claim or breach of obligation

(d) if at any time the Tenant wishes to determine the Tenancy the Tenant shall give to the Landlord not less than one calendar months previous notice in writing of such his desire (such notice to expire no earlier than **183** days after the commencement of the term)

(e) any Notice under this Agreement to be served either by the Landlord or the Tenant can be served either personally or by first class post and any notice sent by registered post shall be deemed to be delivered forty eight hours after it has been posted and any Notice to the Tenant shall be further deemed sufficiently served if delivered to the Property personally and for the purposes of this Clause the word "Notice" shall include any Summons or other Court process or document in any Court action in respect of this Agreement

(f) if any document arising under this Agreement is signed on or behalf of the Tenant or Landlord the person so signing shall be deemed the authorised signatory of the Landlord or Tenant

(g) if any person other than the Tenant who pays the rent due hereunder or any part thereof to the Landlord shall be deemed to have made such payment as agent for and on behalf of the Tenant

(h) any bank charges incurred by City Property Lets Ltd through a cheque of the Tenant being dishonoured by the Tenants' bankers or any interest on late rental payments will be deducted from the deposit if they have not been paid by the Tenant to the Agent

10 IN this Agreement where the context so admits the singular includes the plural and the masculine the feminine and vice-versa and obligations undertaken by more than one person are joint and several obligations

11 THIS Agreement shall take effect subject to the provisions of Section 11 of the Landlord and Tenant Act 1985 if applicable to the Tenancy

12 Should the tenancy created by this agreement be in force for a period in excess of twelve months then the rent payable for the period in excess of twelve months may be reviewed at twelve monthly intervals according to the rate of inflation with an increase minimum of five percent and a maximum of twelve and one half percent

13 **those nominated** hereby undertake to stand as Guarantor on all the terms of the Agreement in the event of default by the Tenant

14 The Tenant agrees to pay the Landlord's Agent by Standing Order from their Bank Account each calendar month for the duration of the Tenancy furthermore should the Tenant be in receipt of Housing Benefit the Tenant hereby agrees to contract with the Local Authority Housing Benefit Department to have any benefit to which he or she is entitled paid directly to the Landlord's Agent receipt or acceptance of Housing Benefit by parties to this Agreement in no way alters the terms of this Agreement IN WITNESS whereof the Landlord and Tenant have executed this Agreement the day and year before first written

**SIGNED by Tenant(s)**

in the presence of

Address of Witness

**SIGNED by Landlord**

in the presence of

Address of Witness



## **What is the Tenancy Deposit Scheme?**

### **Introduction**

Many tenants in the private sector give their landlords a deposit against possible non-payment of rent or damage to property. When a tenancy comes to an end, there is usually no disagreement about the return of the deposit.

But sometimes there is and this can cause much hardship and inconvenience to both landlord and tenant.

The Housing Act 2004 (Chapter 4, sections 212-5; & Schedule 10) made provision for both the protection of tenancy deposits and the resolution of disputes over their return. The Dispute Service has been awarded a contract by the Government to run one such scheme: The Tenancy Deposit Scheme (TDS).

The legislation will come into effect on 6 April 2007. After that date all deposits taken for Assured Shorthold Tenancies will have to be covered by a tenancy deposit protection scheme.

### **What is TDS?**

TDS has been developed to ensure that the deposits are protected and that disputes about their return are resolved swiftly, inexpensively and impartially.

Under TDS:

- o deposits will be protected during the tenancy
- o where there is no dispute at the end of the tenancy, deposits will be returned promptly
- o where there is a dispute about the return of the deposit it will be dealt with fairly by the Independent Complaints Examiner (ICE)
- o the ICE will make his decision quickly, and the deposit will be paid out without unnecessary delay.

It is modeled on the successful Tenancy Deposit Scheme for Regulated Agents (TDSRA), a voluntary scheme which has been operated by The Dispute Service from 1 May 2004 and will be absorbed by TDS on 6 April 2007. TDSRA has 725 members with about 1,500 offices. In that time, the ICE and his colleagues have resolved over 900 deposit disputes.

### **What is The Dispute Service?**

The Dispute Service is an independent, not-for-profit company established in 2003 to resolve complaints and disputes arising in the private rented sector speedily, cost-effectively and fairly. As well as TDS, the Company deals with complaints against members of The Association of Residential Letting Agents (ARLA). The Dispute Service also runs a similar scheme, under the auspices of the Ombudsman for Estate Agents, for its members who undertake lettings.

### **Who can join TDS?**

Any private landlord or agent offering residential property for rent is eligible to apply to join TDS. They will be asked to provide relevant information - as set out in the Rules of the Scheme - to determine if they can be accepted as members, and what their subscription will be.

### **What is an Approved Body (AB)?**

An AB is a Professional Body, Accreditation Scheme or Trade Association approved after assessment by the Company to give their members a streamlined application process and a reduced subscription. They are also expected to take appropriate disciplinary action against their members who fail to comply with the rules of the Scheme. The Association of Residential Letting Agents, Royal Institution of Chartered Surveyors and the National Association of Estate Agents are ABs, and we expect other landlord and agent organisations to join them shortly.

### **How are the deposits held and protected?**

The member firm holds the deposit, usually in a special client account. In most cases the tenant and the landlord will decide between them, assisted by the agent if one has been involved, how the deposit should be allocated. If there is a dispute, the landlord or agent has a couple of weeks to resolve it. After that, any of the parties - landlord, agent or tenant - can approach the ICE. He will appoint an adjudicator to assist him in considering the evidence they provide, and will aim to issue his decision within 15 working days of receiving all the necessary papers.

### **If there is a dispute, what happens to the deposit?**

The member will transfer the disputed amount to The Dispute Service. It has a special cash fund which enables the ICE to carry on with an adjudication and to pay out the deposit even if the member has not sent it. If the member has not sent the deposit, The Dispute Service will claim it from its insurers as necessary. It will then pursue the member for repayment. The Dispute Service will pay out the deposit according to the instructions of the ICE following his award.

## **Do all landlords and agents have to join TDS?**

No. There are two other schemes. One is a custodial scheme managed by Computershare Ltd and requires the landlord/agent to place deposits with them at the start of the tenancy. The other is run by a company supported by the National Landlords Association, and is also insurance-based.

## **How much does it cost to join TDS?**

The current fees for agents are (per office per year):

Members of self-regulatory bodies £521.00  
Members of certification or accreditation schemes £997.00  
Members of trade associations £1,243.00  
Unaffiliated agents £1,609.00

Agents can of course recharge the subscription across their portfolio. This will not be onerous on their landlords as it will work out at very little for individual properties. For affiliated agents, a reduction in the fees may be negotiated if the organisations to which they belong are ABs.

Fees for landlords will be announced towards the end of February 2007. The service is free to tenants.

## **Management of TDS**

The Scheme is managed by The Dispute Service. The ICE is its Chief Executive and reports to a Board currently made up of people from the residential lettings industry and independent members. The Board of The Dispute Service has no role in the resolution of disputes.

## **Why is using Alternative Dispute Resolution better than sending disputes to court?**

Deposit disputes need to be resolved quickly and cheaply. Tenants usually need the money as a deposit on their next property, and landlords need to know how much will be available to spend on redecoration and repair. Going to court takes time and can be expensive and stressful.

Our successful adjudication process is based on an expert assessment of documentary evidence (which can also include photographs and video). TDSRA demonstrated that we could complete nearly all adjudications well within the time specified in our contract with the Government.

## **Summary: What are the benefits of TDS?**

- o The opportunity to retain control of deposits
- o Gets the problem off your desk
- o Better reputation and improvements in practice
- o Tenants are less likely to miss the last month's rent when they know their deposit is safe
- o Agents can recover the costs from their clients
- o There is no additional charge for the adjudication
- o An award for repairs won't complicate legal action to recover rent arrears
- o It is swift, inexpensive, impartial

## **Who should I contact?**

If you want:

- o to get more information about the Scheme
- o to find out about joining the Scheme
- o advice about TDSRA
- o resolution of a dispute about a deposit

Please contact The Dispute Service at:

PO Box 541  
Amersham  
Bucks HP6 9ZR  
Telephone: 0845 2267837  
Fax: 01494 431 123  
email: [deposits@tds.gb.com](mailto:deposits@tds.gb.com)

If you want to get the forms and other published information, please visit

[www.tds.gb.com](http://www.tds.gb.com) or contact The Dispute Service.

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