



Tenancy Deposit Scheme

Tenants: 10 things to help you get it right

- To help you avoid a dispute, here are some important things to think about during and at the end of your tenancy.
- This document is for guidance only. It is not meant to suggest that any adjudication we make on a dispute will give a particular outcome.
- Each dispute is different and our award will depend on how we interpret the evidence we see.



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10 things to help you get it right – tenants

- 1 Make sure you read and understand your tenancy agreement. It contains important information about what you have to do (and not do) while you are living at the property. If there is anything you do not understand, ask the agent/landlord or take advice about it.
- 2 Check that the landlord/agent has registered the deposit within 30 days of receiving it – or within 30 days of the tenancy becoming an assured shorthold tenancy if this happens after you have paid the deposit.

If they haven't registered it, you may be able to claim for the return of your full deposit. You may also be able to receive between one and three times the deposit as a penalty if the court agrees. However, you should first take suitable advice. For more information, see our guidance document **Some frequently asked questions on the changes introduced by the Localism Act 2011**. It's on our website.

- 3 Keep a copy of the Tenancy Deposit Protection Certificate.
- 4 Check that the landlord/agent has given you the 'prescribed information':
 - within 30 days of receiving the deposit; or
 - within 30 days of the tenancy becoming an assured shorthold tenancy if this happens after you pay the deposit.

You will find the prescribed information in **Prescribed information and suggested clauses for tenancy agreements and terms of business** on our website. If you do not receive the prescribed information in time, you may be able to go to court for compensation as explained in 2 above.

- 5 If possible, attend the check-in inspection. It's your chance to agree the property's condition and contents at the start of the tenancy. Keep a copy of the check-in report. As soon as possible, write to the agent or landlord about any changes you want noted in the report. You should certainly do this no later than the time stated in the tenancy agreement.
- 6 Make sure you know what condition you are expected to leave the property in when your tenancy ends – this will be set out in the tenancy agreement. The agreement will also include any 'special' clauses, such as consent to keep a pet. If in doubt, speak to the agent or landlord. Landlords/agents will often agree to check the property before you leave it, so that you can agree what needs to be done before you leave.
- 7 If possible, attend the check-out inspection. If you are not given details of it, ask the agent or landlord. It's your opportunity to agree the property's condition and contents at the end of the tenancy.
- 8 Make sure the agent and landlord know how to contact you at the end of the tenancy, so they can tell you about any problems with the property.
- 9 Try to negotiate a settlement before sending a dispute to us at TDS. If you do ask us to adjudicate on a dispute, send all the evidence you want us to consider. We adjudicate on information sent to us and do not ask for more.
- 10 We can only deal with claims against the deposit. You will need to pursue any other claims you may have against your landlord as a separate issue.