



## Our top tips for managing deposit disputes

At the end of most tenancies, landlords and tenants agree on how the deposit should be divided between them. Unfortunately, sometimes a settlement can't be reached and the case is referred to our adjudicators to resolve through our Alternative Dispute Resolution process. There are lots of reasons why claims for deductions may be rejected. Here are our top ten tips for giving your claim the best chance of success.

1

### Prepare in advance

Preparing for disputes starts with the inventory. We also recommend keeping records of repairs and communications with your tenants as this can all contribute to your supporting evidence. You can find our guidance on how to create strong check-in and check-out reports on [www.depositprotection.com](http://www.depositprotection.com).

2

### Only claim for what you're owed

Many landlords claim for the full amount of the deposit, instead of asking for a deduction that is fair to both themselves and the tenant. Our adjudicators will only award what they think is a reasonable amount to landlords.

3

### Read the guidance we send you

We'll send you information as part of the dispute process that's crucial to understanding the procedure and what's expected of you and your tenant. Make sure you read it so you know what you need to do.

4

### Consider your evidence

Think carefully about the types of evidence you provide. We'll need to see the tenancy agreement, but good quality photographic or video evidence, combined with invoices and witness statements, help adjudicators build a picture of the condition of the property at the start and end of the tenancy.

5

### Don't miss deadlines

Dispute resolution operates to set timescales so make sure you respond in the time required. Check your spam folder regularly, and if you're going away, don't forget to check your inbox, as not seeing an email isn't a valid reason for missed deadlines.

6

### Don't put off completing your paperwork!

Your paperwork is a key part of your evidence, so don't leave it to the last minute to complete it as this increases the chances you'll make a mistake or omit something important.

7

### Make sure your documents are delivered on time

If you're sending important documents, be sure to use a service that confirms they've reached us, such as recorded or special delivery. Don't forget, dispute deadlines are for arrival of documents, not sending, so allow enough time for delivery. If you're unsure if something has reached us, you can always call us to find out.

8

### Consider using a third party

We all lead busy lives, and if you're not available while a dispute is taking place, you can authorise a third party to communicate with us on your behalf, nominating them in writing. All payments, decisions and automated notifications will still be sent to you, but you'll benefit from the convenience of your third party being able to respond in your place.

9

### Got a problem? Let us know

If you've a problem with any aspect of the dispute resolution process, get in touch. We can advise you on any part of our processes you're having an issue with. Our goal is to reach an outcome that's fair to everyone, so we want you to get things right.

10

### You can still come to an agreement with your tenant

It doesn't matter what stage you're at in the dispute resolution process, you and your tenant can still negotiate an agreement between you. We'll still need both of you to confirm the repayment amount to us, but it's possible to save time and effort by keeping communication going.