



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

TDS NORTHERN IRELAND CUSTOMER SERVICE STANDARDS



Printer-friendly

TDS Northern Ireland [TDSNI] aims to provide agents, tenants and landlords with the best possible service at all times. These customer service standards set out the quality of service you can expect to receive.

INFORMING AND CONSULTING – WE WILL:

- consult the users of our scheme on any major change to the way in which we work;
- seek the views of tenants/landlords/consumer representatives through organisations representing them;
- produce regular news updates;
- carry out regular satisfaction surveys with tenants, agents and landlords;
- make copies of our key policies and other standard documents available through the TDSNI website when requested;
- upon request, offer alternative arrangements for customers with specific needs.

CONTACTING TDSNI – WE WILL:

- be polite and courteous when speaking to customers in person or on the telephone and treat our customers and others with dignity and respect;
- seek to answer telephone calls within 60 seconds, and to return email or telephone messages by the end of the next working day;
- if required, arrange for an interpreter from Language Line to assist callers who do not speak English;
- upon request, offer alternative arrangements for customers with specific needs.

PROTECTING TENANCY DEPOSITS – WE WILL:

- protect tenancy deposits registered on the TDSNI tenancy database, in accordance with our published procedures;
- confirm when a deposit is protected with our scheme;
- send the appropriate notices to landlord, tenant and agent when a Member leaves our scheme and when a deposit is no longer protected.

PUTTING THINGS RIGHT – WE WILL:

- provide a copy of our complaints procedures on our website;
- acknowledge all complaints on receipt;
- respond to complaints within 28 days;
- respond to service complaints within 5 working days.

If you are dissatisfied about any aspect of our services, we would like you to let us know. Please write to Customer Operations, at

Tenancy Deposit Scheme
Northern Ireland
PO Box 2105
Belfast
BT1 9RD

or by e-mail to:
info@tdsnorthernireland.com





0300 037 3700



Tenancy Deposit Scheme Northern Ireland, PO Box 2105, Belfast, BT1 9RD