



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

TENANT'S GUIDE

# HOW TO GIVE US YOUR EVIDENCE FOR A DEPOSIT DISPUTE

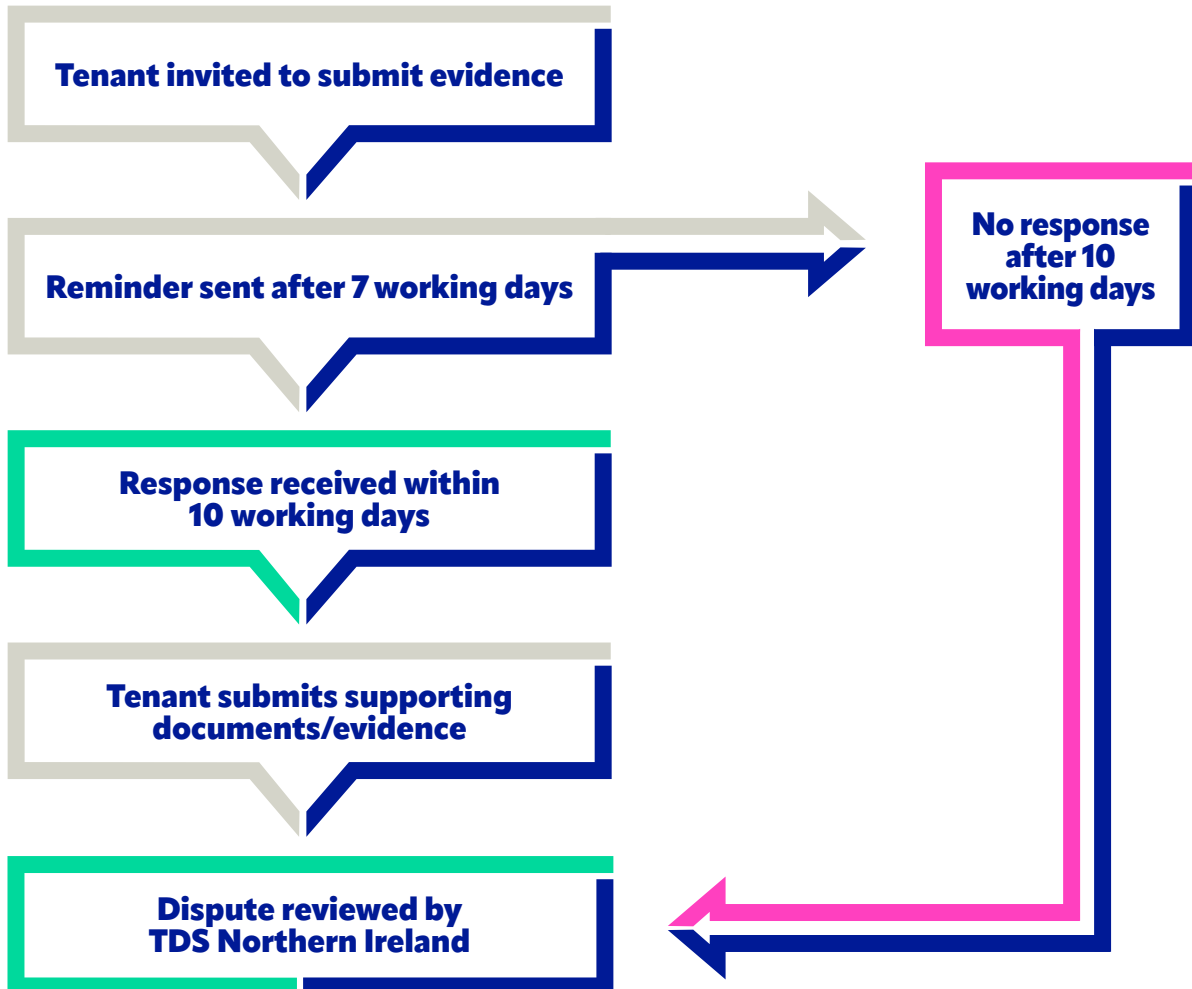


**TENANCY  
DEPOSIT  
SCHEME  
NORTHERN IRELAND**

## CUSTODIAL SCHEME

This quick guide sets out what tenants need to do to give us their evidence where there is a dispute about the return of a deposit which is held by the TDS Northern Ireland custodial scheme.

Tenant submits evidence



After the landlord and tenant exchange details on how each of you wants the deposit to be repaid, TDS Northern Ireland will review these repayment requests to confirm that a dispute exists.

Where it is necessary to ask the adjudicator to make a decision about the repayment of the deposit, you will be asked to provide your evidence in response to the evidence provided by the landlord.

This is done quickly and easily through your online TDS Northern Ireland account.

## STEP BY STEP

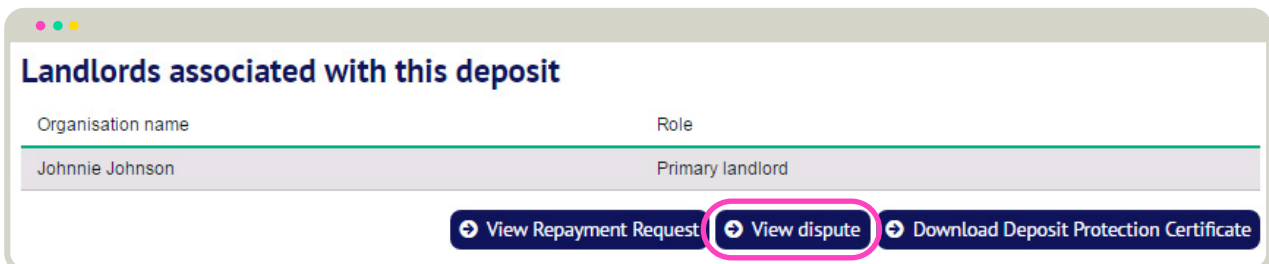
### 1. Log into online account

- Log into your account – you will see the deposit(s) that you are connected to.
- If you have more than one deposit registered with the scheme, you will see a list of all your deposits and will need to select the **"View"** option for the relevant tenancy. This will show you the deposit summary for that tenancy.



Address	Start date	Deposit Held	Tenancy ID	Tenants	
99, The Avenue, AB1 2CD	01 August 2016	£1,000.00	NI11577656	2	<a href="#">View</a>
22, High Street, EF3 4GH	01 August 2016	£1,000.00	NI11577662	2	<a href="#">View</a>

- If you only have one deposit registered with the scheme you will be taken straight to the deposit summary.
- The lead tenant selects the option **"View dispute"** at the bottom of the screen:



Organisation name	Role
Johnnie Johnson	Primary landlord

[View Repayment Request](#) [View dispute](#) [Download Deposit Protection Certificate](#)



## 2. Viewing the details of the dispute

You will see a summary of the deposit deductions claimed by the landlord, together with the following options:

- **“View agent/landlord evidence”** – selecting this option will display the documents and statements made by the agent/landlord. You can view this online and download it.
- **“Submit evidence”** – selecting this option will display the options available to the tenant for responding to the dispute.

Amount in dispute	£	500.00
Cleaning	£	100.00
Damage to property or contents	£	100.00
Redecoration	£	100.00
Gardening	£	100.00
Rent arrears	£	50.00
Other	£	50.00

View agent/landlord evidence   Add additional evidence   Submit evidence

### Agent/landlord evidence

Cleaning claim £200.00

Breakdown of cleaning claim

- £150 carpet cleaning
- £50 oven cleaning

Tenancy agreement

Condition of property at the start of the tenancy

Condition of property at the end of the tenancy

Other information

#### Additional comments

The agent/landlord has provided no further evidence for this claim.

Download evidence

### 3. Submitting your evidence

You will next be asked to provide the evidence you want the adjudicator to consider. Before you do this, you will see a page giving guidance on the next part of the process and further information on how best to present your case.

**Before you proceed, you should ensure that you have to hand the key documents, and any other evidence, you wish the adjudicator to consider**

- Select **"Continue"**

**Before you give us your evidence - NI11577898**

[BACK TO DISPUTE](#)

#### Tools and Guides

[How to present your case to the TDS Northern Ireland adjudicator](#)

*This is a detailed guide on how best to present*

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[A Guide to Check in & Check out Reports, Inventories & Schedules of Condition](#)

*What TDS looks for in check in and check out*

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[Guidance on using photos, videos and DVDs as evidence](#)

*Images can be a useful way of showing the condition*

#### Warning

The success of your case is dependent on the evidence, explanations, and supporting documents you give us.

Your case is likely to fail if you do not provide evidence to support it.

On the following pages we will ask you to explain your case and upload documents you want the adjudicator to consider.

You can continue now, and upload the evidence you have available.

At the end of the process you can save what you have prepared and return later to add more information provided you do this before the deadline for your response has expired.

*For help in presenting your case please read the guides shown opposite as well as the those highlighted on the following pages.*

[Go back](#) [Continue](#)

- You will be shown a page dealing with each of the claims made by the agent/landlord.
- You can again view the evidence and statements made by the agent/landlord.
- You will need to indicate whether you have any evidence that you want the adjudicator to consider.

## Provide your evidence - Cleaning - NI11577898

[← BACK TO BEFORE YOU GIVE US YOUR EVIDENCE](#)

### Tools and Guides

[How the adjudicator approaches disputes involving cleaning](#)

*Cleaning is one of the most common reasons for disputes*

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[How to present your case to the TDS Northern Ireland adjudicator](#)

*This is a detailed guide on how best to present*

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[A Guide to Check in & Check out Reports, Inventories & Schedules of Condition](#)

*What TDS looks for in check in and check out*

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[Guidance on using photos, videos and DVDs as evidence](#)

*Images can be a useful way of showing the condition*

The agent/landlord has provided reasons their claim and the evidence they want the adjudicator to consider. This is likely to include key documents such as the tenancy agreement, check in and check out reports, invoices, etc. You now need to respond to the agent/landlord's case explaining why you do not agree with the claim and provide any alternative evidence you want to have taken into account.

### Cleaning claim £200.00

#### Agent/landlord evidence

+ Breakdown of cleaning claim

+ Tenancy agreement

+ Condition of property at the start of the tenancy

+ Condition of property at the end of the tenancy


+ Other information

We need you to give us your response to the cleaning claim.

Do you have any evidence you want us to consider  Yes  No

#### Your response to the cleaning claim

Please explain what you want us to take into account

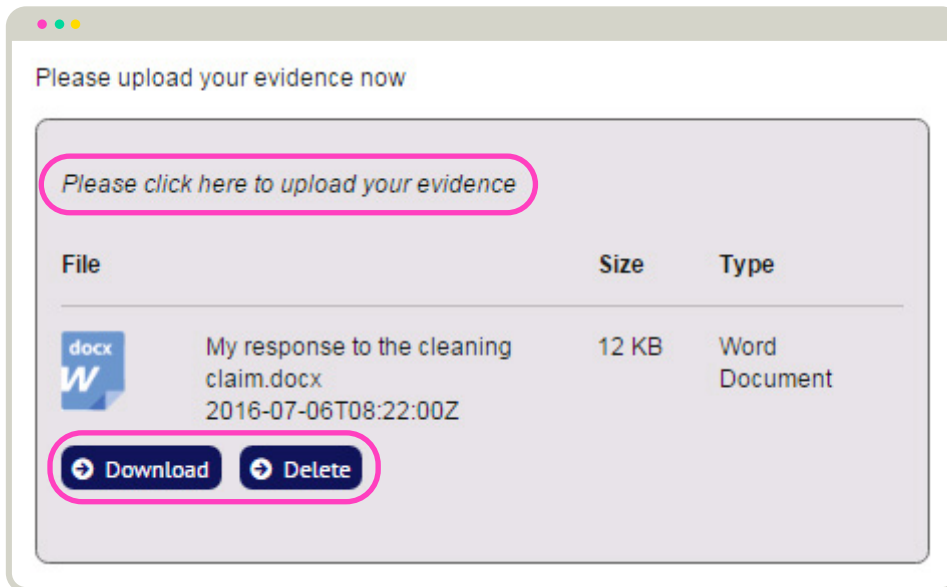
 Next

Where you answer 'yes', a box will appear asking you to upload the relevant information.

- Click in the box stating **"Please click here to upload your evidence"** – you are now able to select the evidence from your computer.

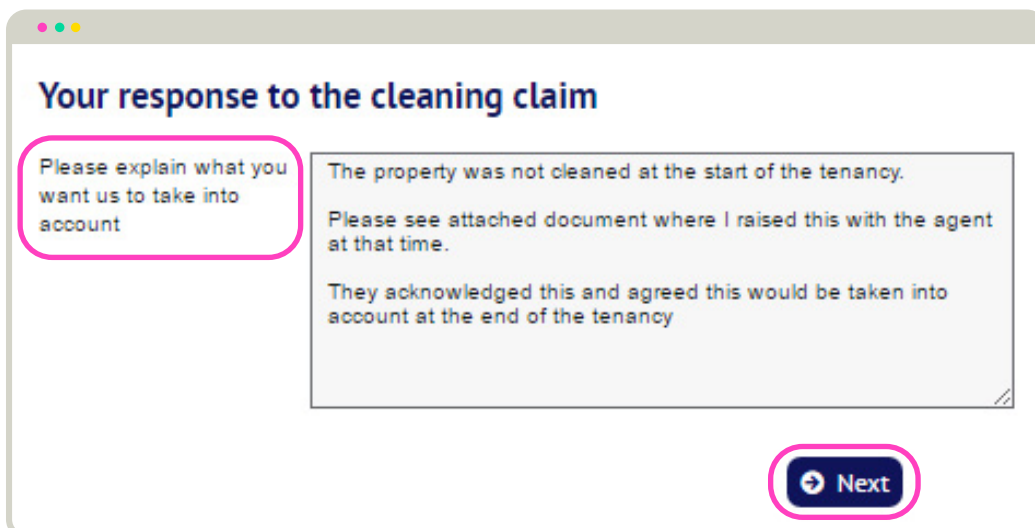
The documents you upload will appear on screen with two further options:

- Select **"Download"** to view a document
- Select **"Delete"** to remove the document from the evidence portal



Whether or not you upload documents, you are also able to state your response to the dispute

- Enter the statements that you want the adjudicator to take into account and select **"Next"**



This process is repeated for each claim made by the agent/landlord.

#### 4. Responding to any additional comments

You will be shown any additional comments made by the agent/landlord.

On this page you can respond to these additional comments and upload further documents.

- Enter the statements that you want the adjudicator to take into account and select **"Next"**

### Your response to the additional comments

#### Agent/landlord evidence

The agent/landlord has provided no further evidence for this claim.

If there is any further information you would like us to consider please tell us here.

Do you have any  Yes  No evidence you want us to consider?

Please upload your evidence now

*Please click here to upload your evidence*

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#### Your response to the other claim(s)

Please explain here any additional information you want us to take into account

**Next**



## 5. Confirming your evidence

Once you have completed your evidence submission, you will see a summary of the statements you have made and the documents you have uploaded.

- Selecting the **"plus"** sign next to each category will open it for viewing
- You can make changes by selecting **"Edit"** – this will return you to the beginning of your response to the dispute
- You can delete your response and start again by selecting **"Clear and return to my options"**
- You can continue by pressing **"Save"**

**Evidence received - NI11577898**


[BACK TO BEFORE YOU GIVE US YOUR EVIDENCE](#)

This is a summary of the statements you have provided and the documents you want the adjudicator to consider. Please check these carefully and then select one of the options shown at the bottom of the page

### Your evidence

#### Cleaning claim £200.00

Your response to the cleaning claim

File Created	Size	Type
 My response to the cleaning claim.docx 2016-07-06T08:22:00Z	12 KB	Word Document

[Download](#) [Delete](#)

#### How this supports my response

The property was not cleaned at the start of the tenancy. Please see attached document where I raised this with the agent at that time. They acknowledged this and agreed this would be taken into account at the end of the tenancy

#### Your response to the additional comments claim

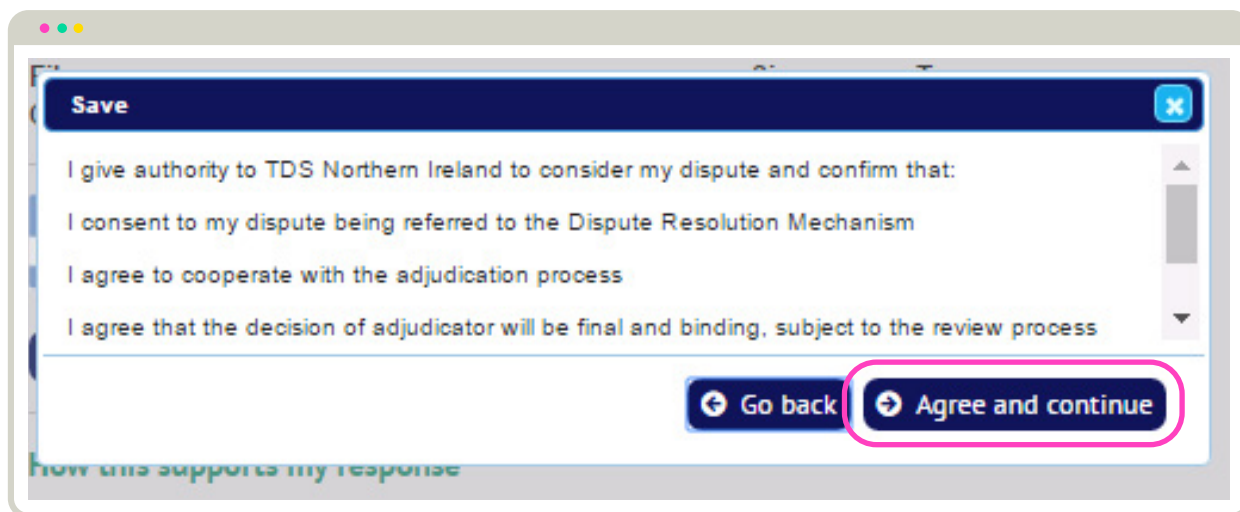
No evidence provided.

[Edit](#)

[Save](#) [Clear and return to my options](#)

Where you select **"Save"** you will be asked to confirm your agreement to the scheme rules

- To complete their evidence the tenant selects **"Agree and continue"**.



This completes your response to the dispute.

If you have any time remaining from your 10 working day deadline to respond to the dispute, you will still see the option to **"Respond to dispute"**. This will allow you to reopen your dispute response and evidence submission and make changes to it.

Once the 10 working day deadline has expired, this option will no longer be shown.

## 6. What happens next?

After your response to the dispute has been submitted, and the 10 working day deadline has expired, TDS Northern Ireland will:

- Send you a confirmation email
- Advise the agent/landlord that you have responded to the dispute

TDS Northern Ireland will review the evidence submitted by the parties before passing the dispute to the adjudicator.

