



WHO SHOULD READ THIS?



Tenants



Agents



Landlords

TENANTS' GUIDE

# HOW YOU RAISE A DISPUTE AT THE END OF THE TENANCY



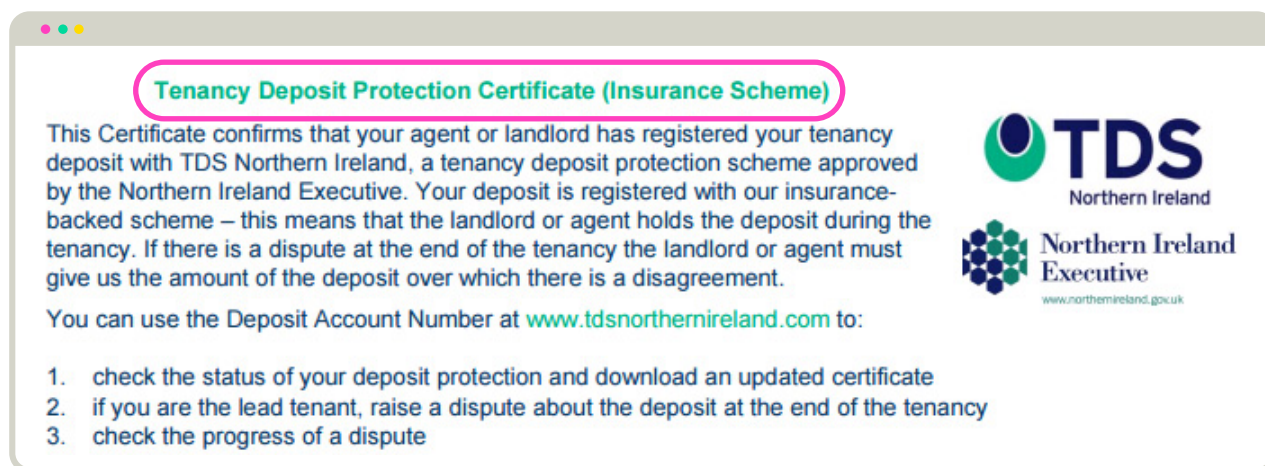
**TENANCY  
DEPOSIT  
SCHEME**  
NORTHERN IRELAND

## INSURED SCHEME

**This quick guide sets out what landlords and tenants need to do at the end of the tenancy where there is a dispute about the return of a deposit which is protected by the TDS Northern Ireland Insured scheme.**

To check if your deposit is protected by the Insured scheme, check your Deposit Protection Certificate.

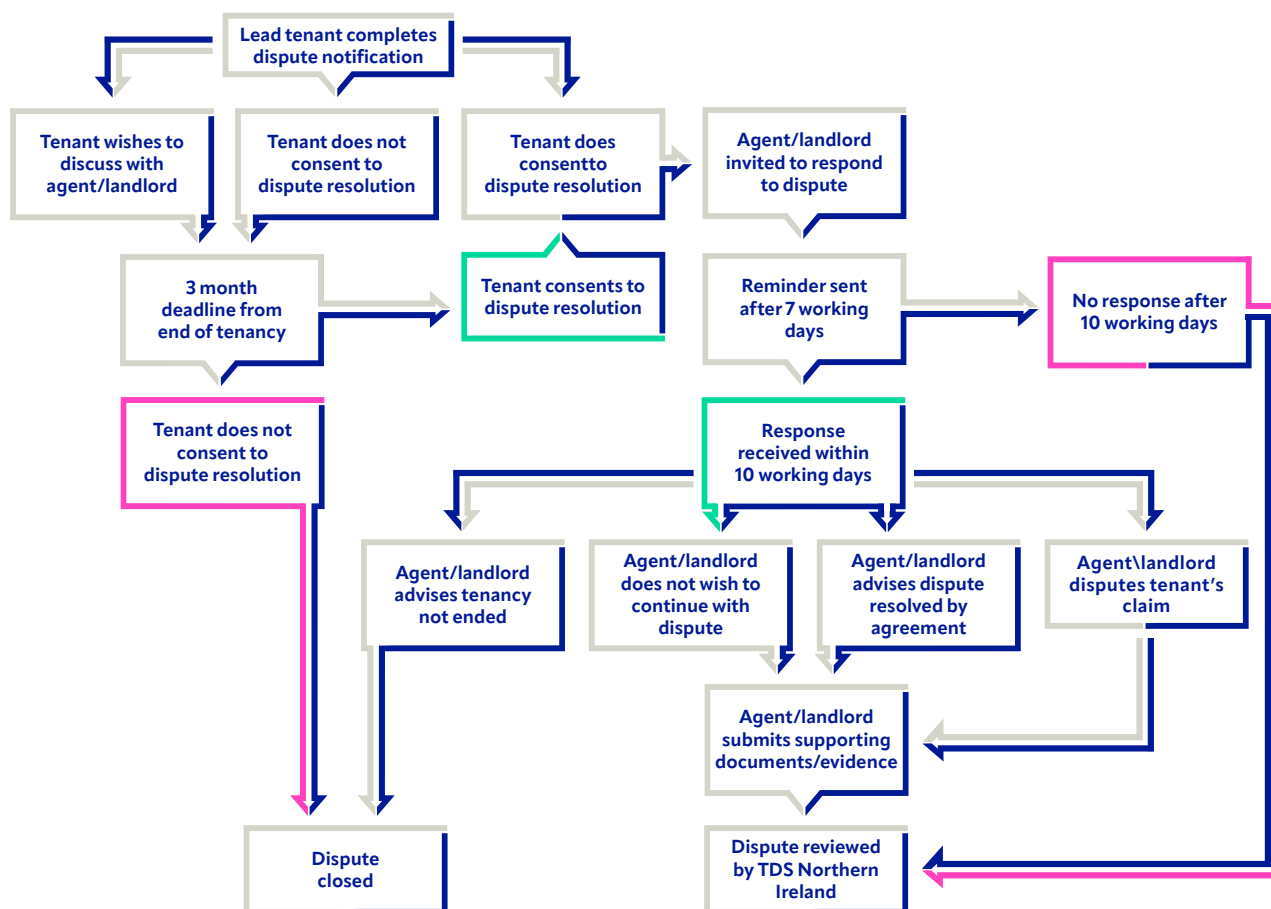
The title at the top of your Certificate will tell you if your deposit is protected by the Insured scheme:



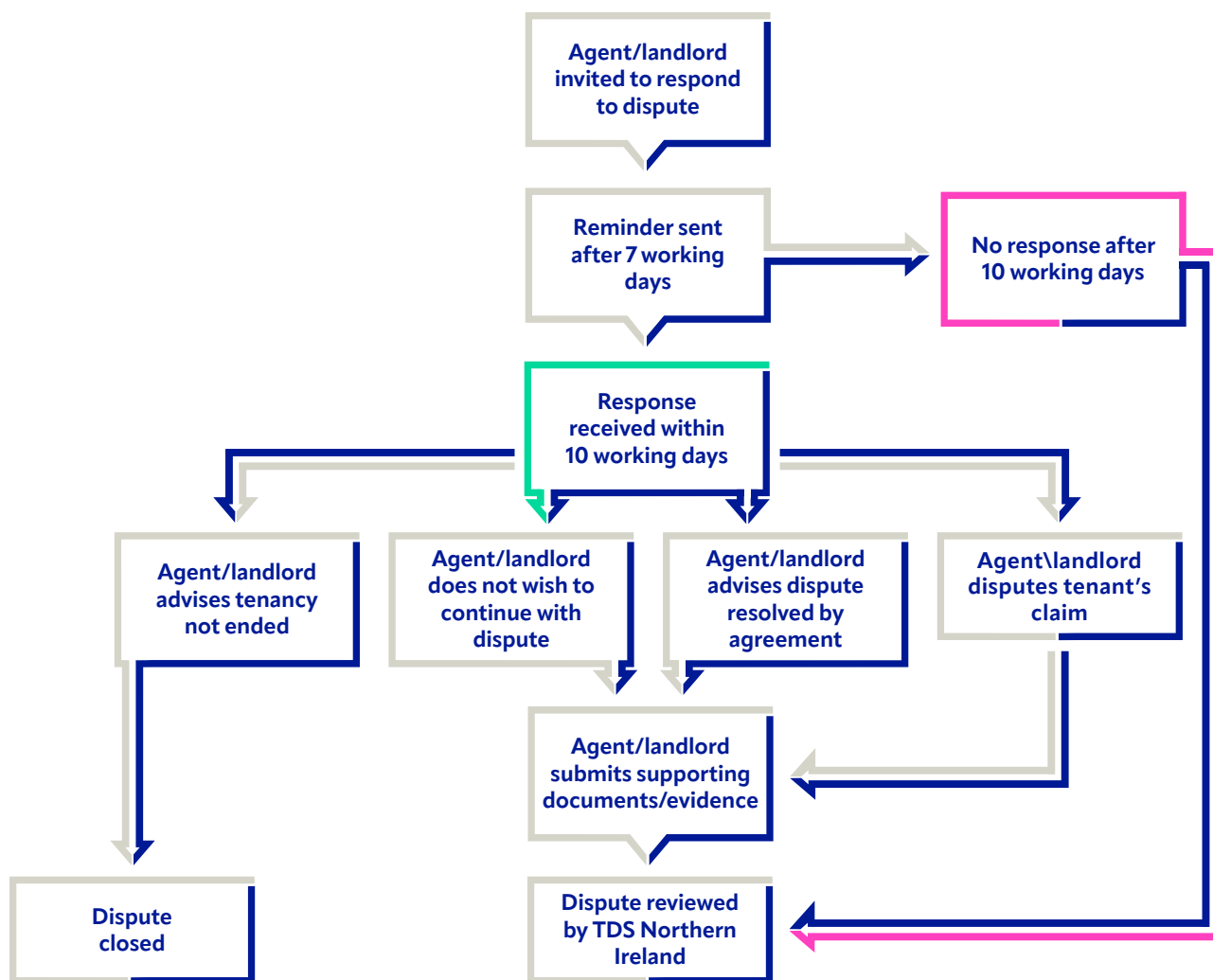
In the TDS Northern Ireland Insured scheme deposits are held by the agent/landlord and tenants will need to discuss the return of their deposit directly with them. If your tenancy has not ended in dispute, you do not need to contact us to notify us the tenancy has ended.

Where the return of the deposit cannot be agreed, the lead tenant can raise a dispute with TDS Northern Ireland and must do so within 3 months of the end of the tenancy. The 3 month deadline works in the same way as the contract term of a tenancy agreement. If your tenancy ended on the 10th March, we must receive your repayment request by the 9th March for this to be accepted.

## Tenant raising dispute



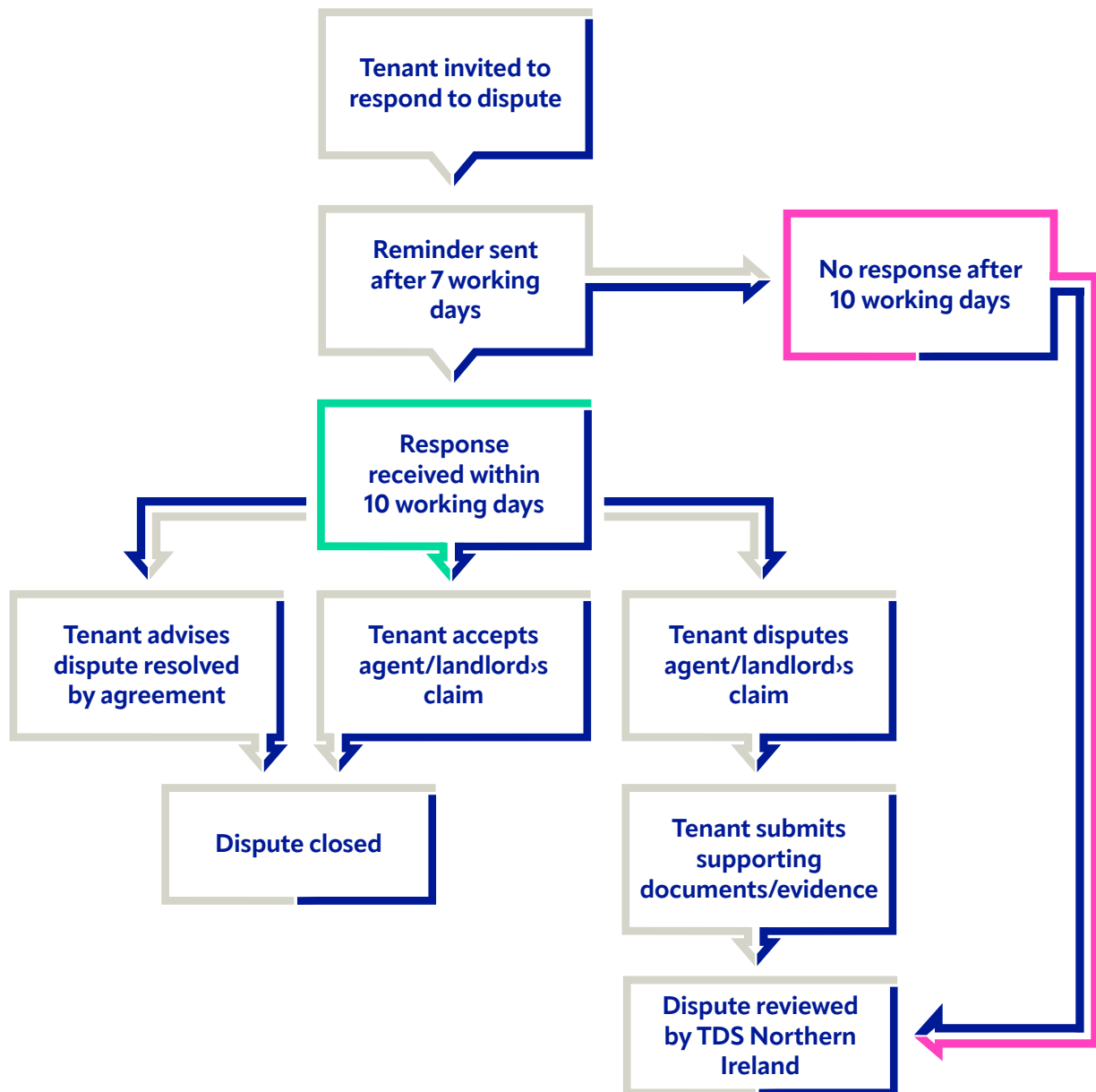
If the lead tenant does complete a dispute notification, the agent/landlord will need to respond to this through their online TDS Northern Ireland account.

**Agent/landlord responding to dispute**

If the agent/landlord advises in their response that the tenancy has not ended, the dispute will be closed and the tenant advised.

If the agent/landlord confirms that the tenancy has ended and responds to the dispute, it will be reviewed by TDS Northern Ireland to see whether it can be resolved without the need for an adjudication decision.

Where it is decided that an adjudication decision is needed, the lead tenant will need to respond to the agent/landlord's evidence through their online TDS Northern Ireland account.

**Tenant responding to dispute**

## STEP BY STEP - TENANT RAISES A DISPUTE

### 1. Log into the TDS Northern Ireland account

When the deposit was first protected, TDS Northern Ireland sent each tenant an email asking the tenant to activate their online account.

#### Setting up an account

- The tenant must first set up their account by clicking in the link in the Welcome email. If this has expired you should request another activation email via the login screen and we will email you one as long as we have the email address registered on the system.

The screenshot shows a web browser window with the TDS Northern Ireland login page. The page has a navigation bar at the top with links: HOME, ABOUT, NEWS, TOOLS & GUIDES, JOIN, and SWITCH TO US. On the right side of the navigation bar are social media icons for Google+, Facebook, LinkedIn, and Twitter, followed by a 'Login' link. The main content area is titled 'Login' and is divided into two sections: 'Agents/Landlords' and 'Tenants'. The 'Agents/Landlords' section includes a message: 'If you haven't updated your account to access this site, please [click here](#) and enter your existing details into the form there to begin the migration.' The 'Tenants' section includes a message: 'If you have a DRN and DAN to access your tenancy details please [click here](#) and enter those details into the form to begin updating your account.' Below these sections is a heading 'If you are already activated, login here' followed by instructions: 'Please enter your e-mail address and password which you chose when you activated your account.' There are two input fields: 'E-mail address \*' with the placeholder 'yourmailbox@example.com' and 'Password \*' with the placeholder '\*\*\*\*\*'. A blue 'Login' button is located below the password field. At the bottom of the page, there is a link: '[Forgotten password/activate account](#)'.

HOME ABOUT NEWS TOOLS & GUIDES JOIN SWITCH TO US

g+ f in | Login

## Login

### Agents/Landlords

If you haven't updated your account to access this site, please [click here](#) and enter your existing details into the form there to begin the migration.

### Tenants

If you have a DRN and DAN to access your tenancy details please [click here](#) and enter those details into the form to begin updating your account.

### If you are already activated, login here

Please enter your e-mail address and password which you chose when you activated your account.

E-mail address \*

Password \*

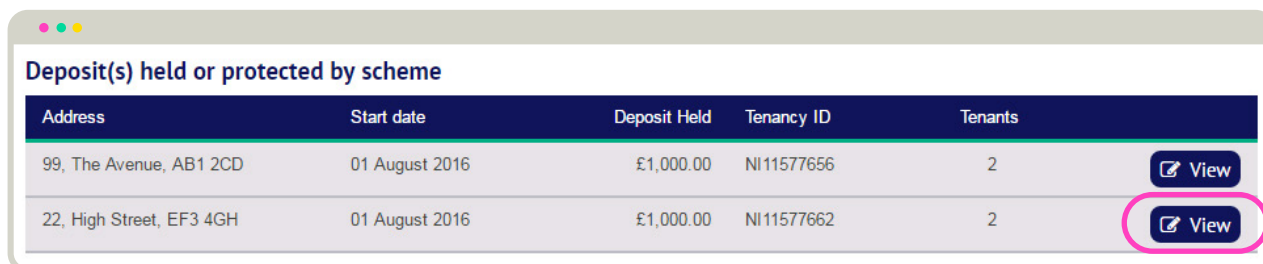
[Login](#)

[Forgotten password/activate account](#)

## 2. Lead tenant raises dispute

When the lead tenant logs into their account, they will see the deposit(s) that they are connected to.

- If the tenant has more than one deposit registered with the scheme. They will see a list of their deposits and will need to select the **"View"** option for the relevant tenancy. This will show them 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 the tenant has only one deposit registered with the scheme they will be taken straight to the deposit summary.

- The lead tenant selects the option **"Raise dispute"** at the bottom of the screen:



Organisation name	Role
Johnnie Johnson	Primary landlord

[Raise dispute](#) [Download Deposit Protection Certificate](#)

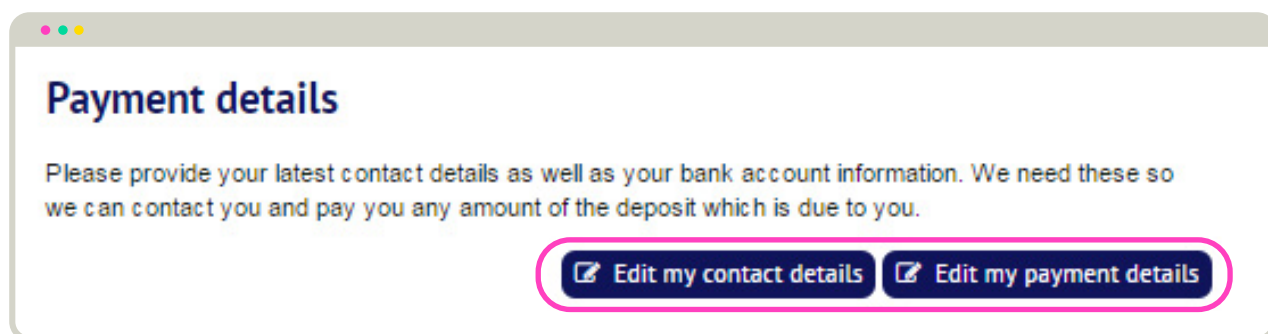
### 3. Updating the tenant's bank and contact details

At this stage the tenant is required to provide their payment details as these will be needed when any payments are made once the process has been completed. TDS Northern Ireland needs these even if the tenant does not wish to have their deposit back at the end of the process in case there is an undisputed balance due back to them.

If payment details have already been provided, the tenant is given the opportunity to update them.

At the same time the tenant can update their contact details.

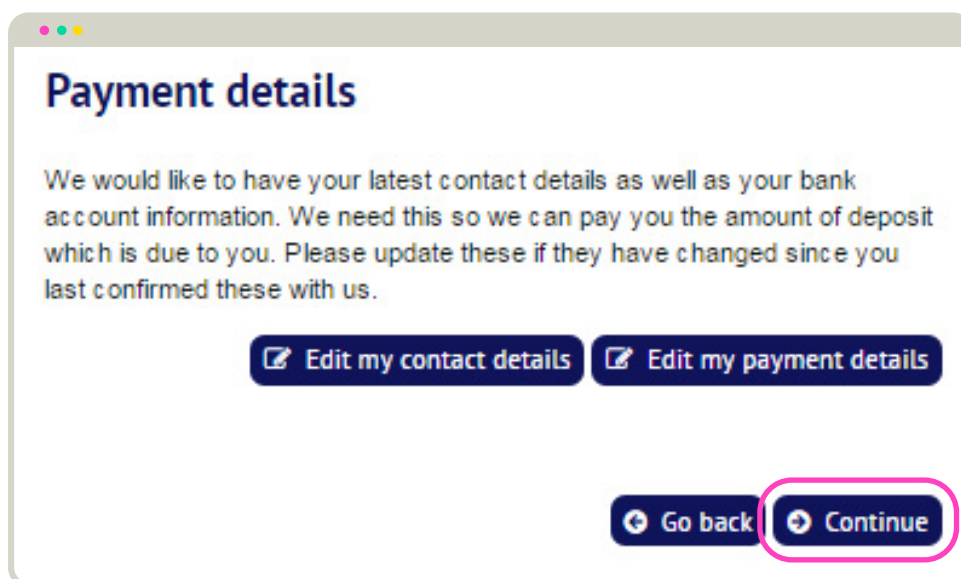
- When ready to continue, the tenant selects **"Continue"**.



**Payment details**

Please provide your latest contact details as well as your bank account information. We need these so we can contact you and pay you any amount of the deposit which is due to you.

[✎ Edit my contact details](#) [✎ Edit my payment details](#)



**Payment details**

We would like to have your latest contact details as well as your bank account information. We need this so we can pay you the amount of deposit which is due to you. Please update these if they have changed since you last confirmed these with us.

[✎ Edit my contact details](#) [✎ Edit my payment details](#)

[⬅ Go back](#) [➡ Continue](#)

#### 4. Completing the dispute notification

- The tenant will be asked to confirm that they are raising a dispute on the correct tenancy – select **"Continue"**



**Please confirm that the dispute is about this deposit**

Deposit Account Number	NI11577898
Property address	1 High Street Anytown AB1 2CD

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

- The tenant will be asked to confirm that the tenancy has ended. If they select **"No"** they will not be able to continue:



**Information**

[Your details](#) > [Tenancy details](#) > **Tenancy ended** > [Received](#)  
> [What I want to happen to the deposit](#)

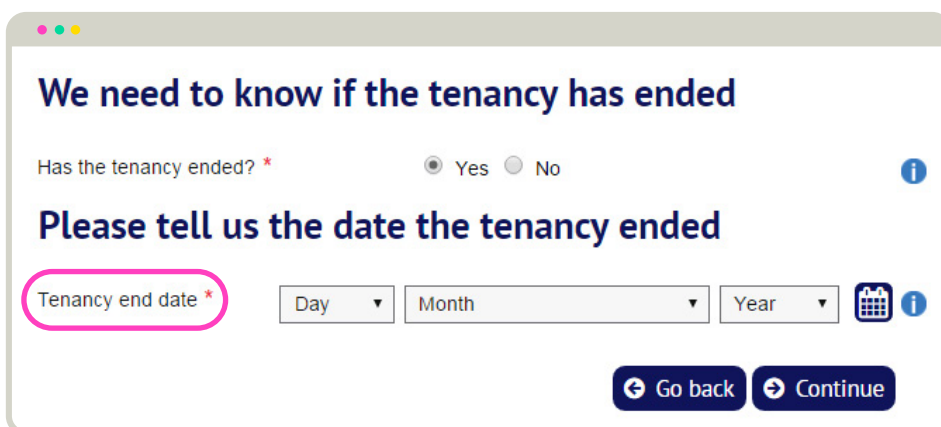
**We need to know if the tenancy has ended**

Has the tenancy ended? \* ☐ Yes ☒ No

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

**We can only accept disputes after the tenancy has ended.**


- Where the tenant states that the tenancy has ended, they will be asked to provide a tenancy end date (this cannot be a date in the future).



**We need to know if the tenancy has ended**

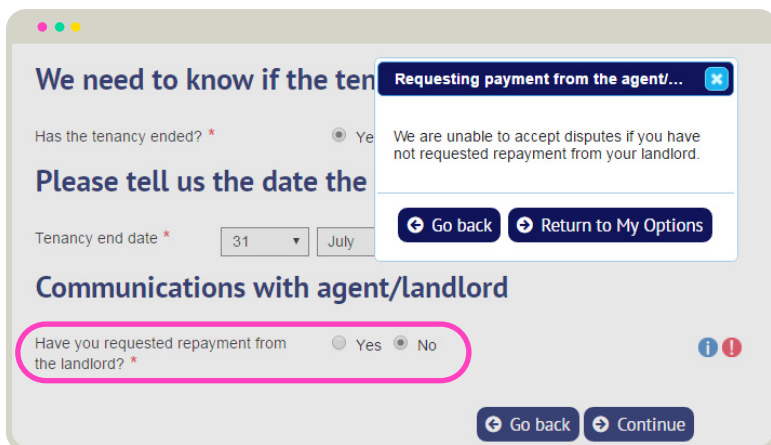
Has the tenancy ended? \* ☒ Yes ☐ No

**Please tell us the date the tenancy ended**

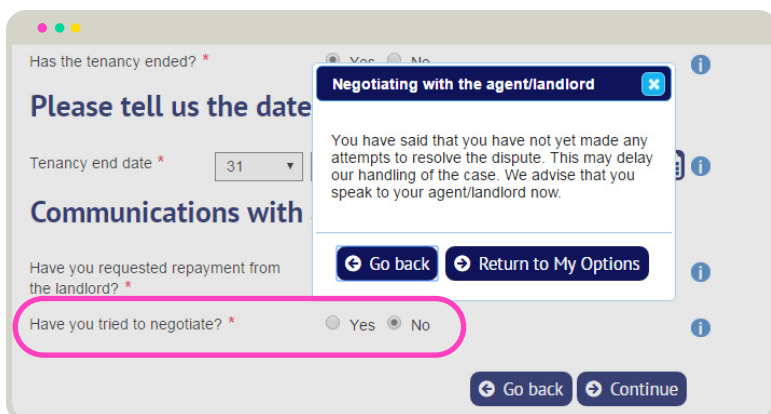
**Tenancy end date \***  Day  Month  Year 

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

- The tenant will be asked if they have requested repayment from the agent/landlord. Where they respond with **"No"** they will not be able to continue:



- The tenant will be asked if they have negotiated with the agent/landlord. Where they respond with **"No"** they will not be able to continue:

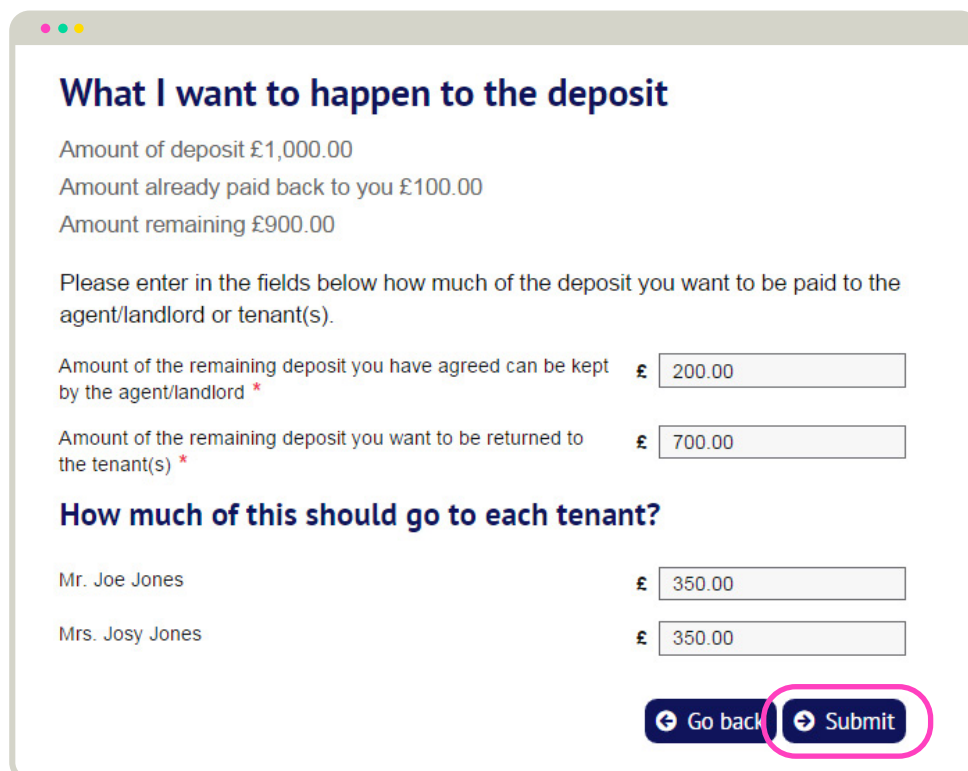


- The form will now ask the tenant to confirm if they have received any of the deposit back. Where they respond with **"Yes"** they will need to enter the amount received:



The form will next ask the tenant to enter the following information:

- the amount of the deposit that the tenant wants to be paid to them. Where there are joint tenants, the page will split the amount to be paid to the joint tenants equally between each of them. The lead tenant can then change the amount to be repaid to each joint tenant.
- the amount of the deposit that they propose is paid to the agent/landlord.
- The tenant enters the required information and selects **"Submit"**



**What I want to happen to the deposit**

Amount of deposit £1,000.00  
Amount already paid back to you £100.00  
Amount remaining £900.00

Please enter in the fields below how much of the deposit you want to be paid to the agent/landlord or tenant(s).

Amount of the remaining deposit you have agreed can be kept by the agent/landlord \* £

Amount of the remaining deposit you want to be returned to the tenant(s) \* £

**How much of this should go to each tenant?**

Mr. Joe Jones £

Mrs. Josy Jones £

## 5. Confirming the details of the dispute

- The tenant is shown a summary of the details they have entered. They can make changes by selecting **"Edit"** or select **"Continue"** to proceed.

### Are these details correct?

Has the tenancy ended?	Yes
Tenancy end date	31 July 2017
Have you requested repayment from the landlord?	Yes
Have you tried to negotiate?	Yes
Have you received any part of the deposit?	Yes
Amount you have received	£100.00
Amount of the remaining deposit you have agreed can be kept by the agent/landlord	£200.00
Amount of the remaining deposit you want to be returned to the tenant(s)	£700.00
Mr. Joe Jones	£350.00
Mrs. Josy Jones	£350.00





## 6. Deciding what you want to happen next

- The tenant will now be asked to select one of the following options:

**How would you like to proceed?**

Please select one of these options \*

- ☐ I want TDS Northern Ireland to contact the deposit holder for their response
- ☐ I do not wish to resolve the dispute using the scheme's dispute resolution mechanism. I understand that TDS Northern Ireland will take no further action to resolve the dispute if I choose this option
- ☐ I want to discuss the matter further with the agent/landlord. I understand that TDS Northern Ireland will take no further action to resolve this dispute if I choose this option

[Continue](#)

### Option 1:

#### I want TDS Northern Ireland to contact the agent/landlord for their response

Where the tenant selects this option they are advised that the scheme will contact the agent/landlord inviting them to agree with what the tenant wants to happen to the deposit, or dispute it. The agent/landlord must respond within 10 working days. The tenant must agree to the scheme rules and also consent to the details of their dispute notification being sent to the agent/landlord.

- To complete their dispute notification, the tenant confirms their agreement to the scheme rules and selects the **"Submit"** option.

Thank you for telling us about your dispute regarding the deposit. Before we can ask the agent/landlord to respond you will need to agree to the separate statement below.

Once you have agreed with this, we will ask the agent/landlord to give us their response within 10 working days stating whether they agree with what you want to happen to the deposit.

You can track progress of what is happening with your deposit and related dispute on your Deposit Summary.

I give authority to TDS Northern Ireland to consider my dispute and confirm that:

- ☒ I **consent** to my dispute being referred to the Dispute Resolution Mechanism
- ☒ I **agree** to cooperate with the adjudication process
- ☒ I **agree** that the decision of adjudicator will be final and binding

Declaration \*

☒ I agree ☐ I don't agree

[Submit](#)

**We are unable to process your dispute notification until you agree to these requirements**

**Option 2:****I do not want to use the scheme to resolve the dispute**

Where the tenant selects the option for not consenting to dispute resolution, they are advised that the scheme will note the details of the dispute. The scheme will direct the agent/landlord to submit the disputed deposit amount, but will not take any further action to resolve the dispute.

- The tenant must confirm their agreement to this, or go back and select a different option

The screenshot shows a web form titled "How would you like to proceed?". It asks the user to select one of two options. The first option is "I want TDS Northern Ireland to contact the deposit holder for their response". The second option, which is selected, is "I do not wish to resolve the dispute using the scheme's dispute resolution mechanism. I understand that TDS Northern Ireland will take no further action to resolve the dispute if I choose this option". A warning box is displayed, stating: "As you have indicated that you do not wish to use TDS Northern Ireland to deal with your dispute, we will note the details of your dispute but it is your responsibility to resolve it using other means." At the bottom of the form, there are three buttons: "Go back", "Agree & Continue" (which is highlighted with a pink circle), and "Please wait...".

**Option 3:****I want to discuss matters further with the agent landlord**

Where the tenant selects the option to discuss matters further with the agent/landlord, they are advised that the scheme will note the details of the dispute. The scheme will not direct the agent/landlord to submit the disputed deposit amount and will not take any further action to resolve the dispute.

- The tenant must confirm their agreement to this, or go back and select a different option

The screenshot shows a web form titled "How would you like to proceed?". It asks the user to select one of two options. The first option is "I want TDS Northern Ireland to contact the deposit holder for their response". The second option, which is selected, is "I want to discuss matters further with the agent landlord". A warning box is displayed, stating: "As you have indicated that you wish to continue negotiations with the agent/landlord, we will note the details of your dispute but it is your responsibility to resolve it using other means." At the bottom of the form, there are three buttons: "Go back", "Agree & Continue" (which is highlighted with a pink circle), and "Please wait...".

## 7. What happens next?

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After the dispute notification has been submitted - and the tenant has asked TDS Northern Ireland to ask the agent/landlord for their response - TDS Northern Ireland will:



Notify the agent/landlord of the repayment request – the agent/landlord then has 10 working days to respond;



Send the tenant a confirmation email confirming details of the dispute notification made by them.

## 8. What if the agent/landlord does not respond to the tenant's dispute notification?

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If the agent/landlord does not respond to the tenant's dispute notification, they will be sent a reminder after 7 working days.


If there is no response after 10 working days, the dispute will be reviewed by TDS Northern Ireland. Where TDS Northern Ireland is satisfied that the agent/landlord did receive details of the dispute and failed to respond, it is likely that an adjudication decision will be made in favour of the tenant.

## STEP BY STEP - TENANT RESPONDS TO DISPUTE

### 1. Log into online account

The lead tenant logs into their account, they will see the deposit(s) that they are connected to.

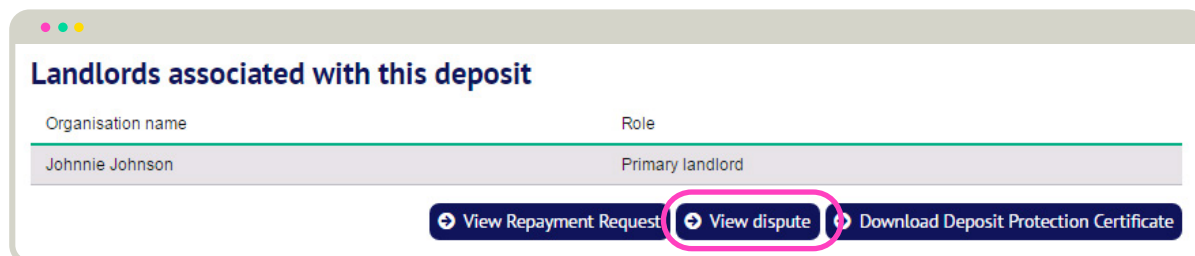
- If the tenant has more than one deposit registered with the scheme. They will see a list of their deposits and will need to select the "View" option for the relevant tenancy. This will show them the deposit summary for that tenancy.



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 the tenant has only one deposit registered with the scheme they 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

The tenant 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. The tenant can view this online and download it
- **"Respond to dispute"** – selecting this option will display the options available to the tenant for responding to the dispute.

**Dispute details**

Amount of deposit	£1,000.00
Agreed and paid to tenant	£100.00
Agreed but not yet paid to tenant	£0.00
Agreed and paid to agent/landlord	£0.00
Agreed but not yet paid to agent/landlord	£0.00
Deposit remaining in dispute	£200.00
- Cleaning	£200.00

[View agent/landlord evidence](#) [Respond to dispute](#) [Add additional 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.

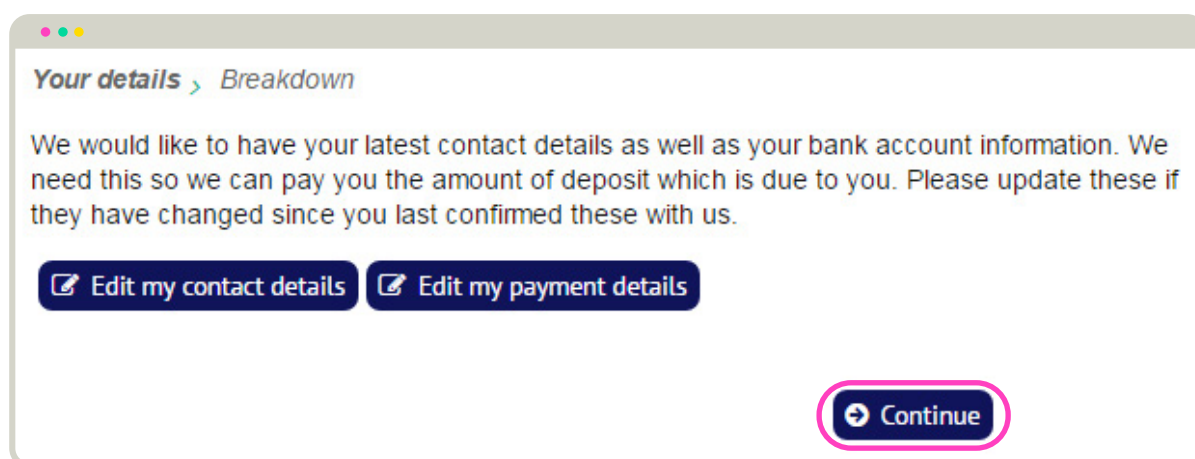
[Download evidence](#)

### 3. Updating the tenant's bank and contact details

At this stage the tenant is asked to review their payment details as these will be needed when any payments are made once the process has been completed. TDS Northern Ireland needs these even if the tenant does not wish to have their deposit back at the end of the process in case there is an undisputed balance due back to them.

At the same time the tenant can update their contact details.

- When ready to continue, the tenant selects **"Continue"**.



The screenshot shows a web interface with a title bar containing three colored dots (pink, yellow, green). Below the title bar, the text "Your details > Breakdown" is displayed. The main content area contains a paragraph: "We would like to have your latest contact details as well as your bank account information. We need this so we can pay you the amount of deposit which is due to you. Please update these if they have changed since you last confirmed these with us." Below this text are two buttons: "Edit my contact details" and "Edit my payment details", both with a pencil icon. At the bottom right, there is a "Continue" button with a right-pointing arrow icon, which is highlighted with a pink rounded rectangle.

#### 4. Responding to the dispute

The tenant must now select one of the following options

A screenshot of a web form titled "How would you like to proceed?". On the left, a pink rounded rectangle highlights the text "Please select one of these options \*". To the right, there are three radio button options: "Deposit dispute resolved by agreement" (which is selected), "I agree with what the agent/landlord wants to happen to the deposit", and "Respond to dispute and submit evidence". An information icon (i) is to the right of the options. At the bottom right is a blue button with a right arrow and the text "Continue".

**Option 1:**  
**dispute resolved by agreement**

If the tenant selects this option they will be advised that the dispute will be closed. The tenant needs to confirm that this is what they want to happen:

A screenshot of the same form, but with a modal dialog box open. The dialog has a title bar "Dispute resolved by agreement" with a close button (X). The text inside the dialog reads: "You are advising us that the dispute has been resolved by agreement. This means that we will advise the deposit holder and close the case. Please confirm that this is what you want to happen." At the bottom of the dialog are two buttons: "I don't agree" and "I agree". The "I agree" button is highlighted with a pink rounded rectangle. The background form is dimmed, showing the same radio button options as before.

- The tenant selects **"I agree"** to confirm their response and close the dispute
- The tenant selects **"I don't agree"** to go back and select a different option

**Option 2:**  
**tenant agrees with agent/landlord claim**

If the tenant selects this option they will be advised that the dispute will be closed. The tenant needs to confirm that this is what they want to happen:

**How would you like to proceed?**

Please select one of these options \*

☐ Deposit dispute resolved by agreement

☒ I agree with what the agent/landlord wants to happen to the deposit

**Dispute resolved by agreement**

You are advising us that you agree with what the agent/landlord wants to happen to the deposit. This means that we will advise the deposit holder and close the case. Please confirm that this is what you want to happen.

- The tenant selects **"I agree"** to confirm their response and close the dispute
- The tenant selects **"I don't agree"** to go back and select a different option

### Option 3: tenant disputes agent/landlord claim

The tenant selects this option when they do not agree with the agent/landlord claim.

The tenant will be asked to state what they want to happen to the deposit.

Where there are joint tenants, the page will split the amount to be paid to the joint tenants equally between each of them. The lead tenant can then change the amount to be repaid to each joint tenant.

- The tenant enters the required information and selects **"Submit"**

### What would you like to happen to the deposit

Amount of deposit £1,000.00

The amount of the deposit agreed and paid to me/the tenants *	£ 100.00	i
The amount of the deposit agreed but not yet received by me/the tenants *	£ 0.00	i
Amount remaining from deposit *	£ 900.00	i
The amount of the disputed deposit I have agreed can be kept by the agent/landlord *	£ 0.00	i
The amount of disputed deposit I want to be returned to me/the tenants *	£ 900.00	i

### How much of the deposit in dispute should go to each tenant?

Mr. Joe Jones *	£ 450.00
Mrs. Josy Jones *	£ 450.00

Submit

This is the amount of the deposit money in dispute and is calculated. Please check this is correct, and if not adjust the amount to the agent/landlord and tenants to reflect the correct amount in dispute. The maximum amount in dispute cannot be more than the value of the deposit.

## 5. Submitting the tenant's evidence

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

**Before the tenant proceeds, they should ensure that they have to hand the key documents, and any other evidence, they wish the adjudicator to consider**

- The tenant selects **"Continue"**

**Before you give us your evidence - NI1577898**

[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](#)

- The tenant will be shown a page dealing with each of the claims made by the agent/landlord.
- The tenant can again view the evidence and statements made by the agent/landlord.
- The tenant first indicates whether they have any evidence that they 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 the tenant states that they do have evidence to be considered, a box will appear asking the tenant to upload the relevant information.


- The tenant clicks in the box stating **"Please click here to upload your evidence"** and is then able to select the evidence from their computer.

The documents uploaded by the tenant will appear on screen with two further options:

- The tenant selects **"Download"** to view a document
- The tenant selects **"Delete"** to remove the document from the evidence portal

Please upload your evidence now

Please click here to upload your evidence

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

Download Delete

Whether or not they upload documents, the tenant is also able to state their response to the dispute

- The tenant enters their statements and selects **"Next"**

Your response to the cleaning claim

Please explain what you want us to take into account

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

Next

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

## 6. Responding to any additional comments

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

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

- The tenant enters their statements and selects **"Next"**

The screenshot shows a web form titled "Your response to the additional comments". Under the sub-header "Agent/landlord evidence", it states "The agent/landlord has provided no further evidence for this claim." and asks the tenant to provide further information if they wish. There are radio buttons for "Yes" (selected) and "No". Below this is a text prompt "Please upload your evidence now" and a large button labeled "Please click here to upload your evidence". A horizontal progress bar is partially filled. The next section is "Your response to the other claim(s)", which includes a text prompt and a large text area for the tenant's response. At the bottom right, a "Next" button with a right arrow icon is highlighted with a pink oval.

**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 evidence you want us to consider? ☒ Yes ☐ No

Please upload your evidence now

Please click here to upload your evidence

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

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

Next

## 7. Confirming the tenant's evidence

Once they have completed their evidence submission, the tenant will see a summary of the statements they have made and the documents they have uploaded.

- Selecting the **"plus"** sign next to each category will open it for viewing
- The tenant can make changes by selecting **"Edit"** – this will return them to the beginning of their response to the dispute
- The tenant can delete their response and start again by selecting **"Clear and return to my options"**
- The tenant 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**

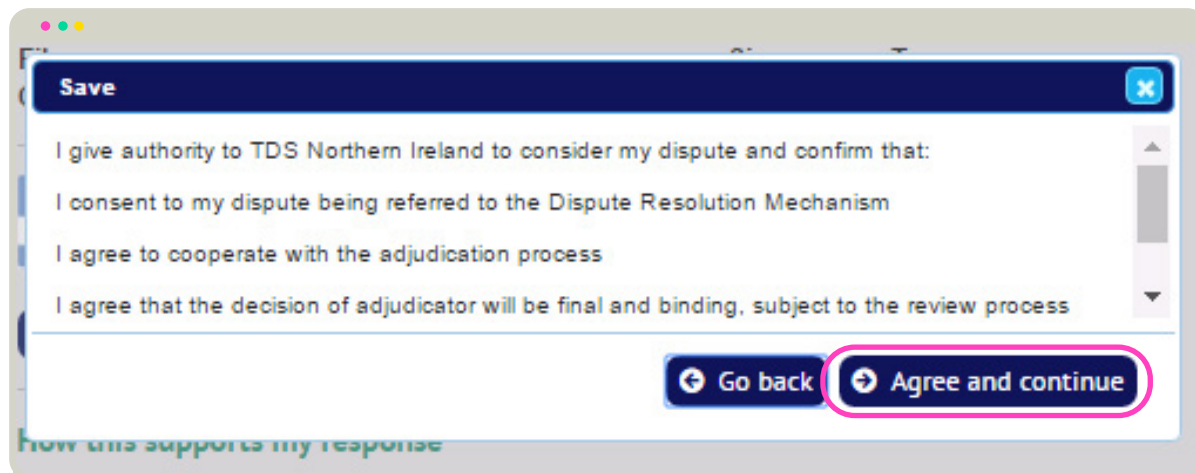
No evidence provided.

[Edit](#)

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

Where the tenant selects **"Save"** they will be asked to confirm their agreement to the scheme rules

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



This completes the tenant's response to the dispute.

If the tenant has any time remaining from their 10 working day deadline to respond to the dispute, they will see the option to "Respond to dispute". This will allow them to reopen their 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.

## 8. What happens next?

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

- Send the tenant(s) a confirmation email
- Advise the agent/landlord that the tenants have made their response to the dispute

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

