



Tenancy Deposit Scheme



TDS Website - User Guide

Last Updated: 11 May 2011



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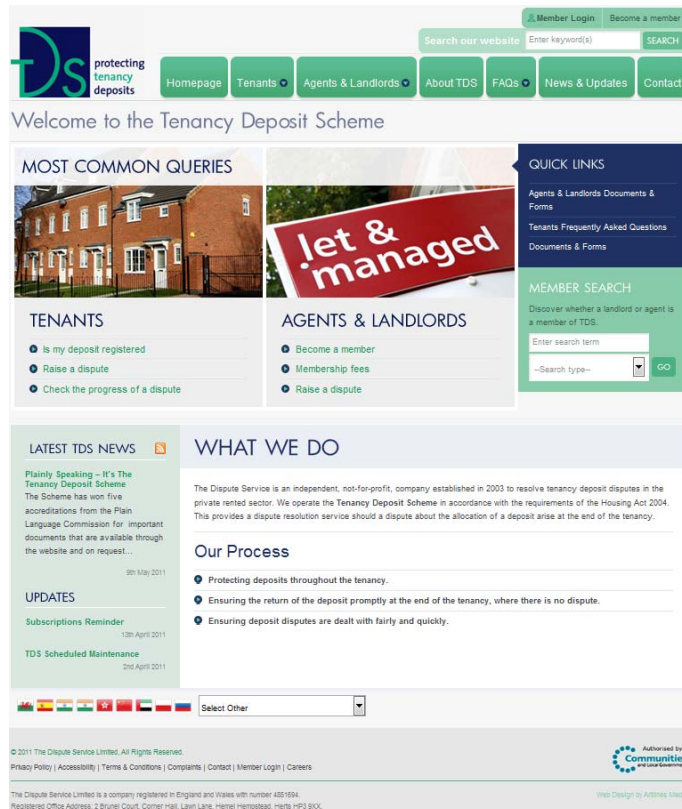
Tenancy Deposit Scheme



The Home page

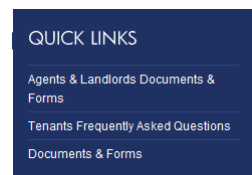
The TDS website has been designed to provide the Tenant, Agent or Landlord with simple navigation to various areas to get the information they require.

The home page is the entry point from which public information can be located and from which members' can login to access the TDS members' area.



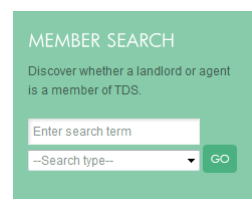
Quick Links

The **Quicklinks** are basically self-explanatory; they are links which are relevant or common to the area of the website you are currently viewing.



Member Search


This facility can be used to search if a landlord or agent is a member of TDS. Enter a search term and then select what type of search you are performing either by Name, Town, County or Postcode.






Latest News and Updates

On the bottom left of the home page, there is a live update on news and any updates TDS wish to broadcast.

We also offer an RSS feed for our news releases should you wish to subscribe. Simply click on 

LATEST NEWS 

Invaluable Start to the TDS Members Forum
The invaluable results of the first major consultation through the TDS Members Forum come into effect next month
14th March 2011

UPDATES

TDS Subscriptions 2011-12 - Data Now Available
28th February 2011

TDS Rules and Subscriptions 2011-12 - Update
28th February 2011

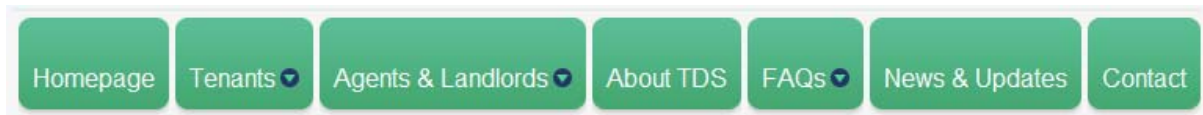
Language Translation

We now have a new facility which will translate the website to the desired language when you select the correct national flag. This will also translate most documents if opened from a translated page and displayed in browser. (*This is a 3^d party solution and may not be precise*)



Navigation Bar

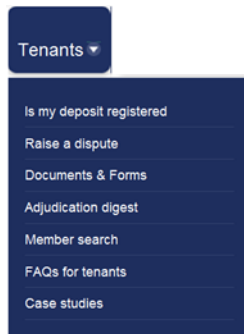
The navigation bar has been designed to accommodate vital information relating to either the Agent and landlord or the Tenant.



Each segment of the bar will supply the necessary information relating to the heading. Below is a summary for each segment (a more detailed description is later on in this document).



The Tenant dropdown



Is my deposit registered?: This page gives you the option to check if the deposit is registered by having a search facility where you can enter your tenancy code.

Raise a dispute: This page should be used for the tenant to raise a dispute. This can be done either online or you have the option to download the form as a PDF and complete it manually. The page also gives you the option to download the guidance notes on how to complete the form.

NB: A Signed copy of the form will need to be printed and posted to TDS along with supporting documentation.

Document & Forms: Documents and forms which have relevance to the tenant are located on this page

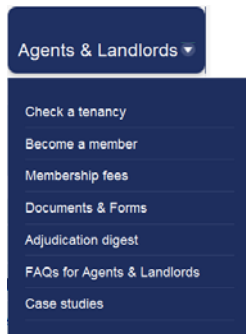
Member Search: This enables you to discover whether a landlord or agent is a member of TDS and to search for TDS members in a particular town or county

FAQ's for tenants: All frequently asked questions have been collated in this page for tenants

Case Studies: This page gives detailed examples of case studies in relation to a dispute which a tenant has raised



The Agents dropdown



Check a tenancy: Facility to look up a tenancy and check whether it is registered with TDS

Become a member: How to become a member of the scheme and also links to documentation which may assist you in this area

Membership fees: TDS membership fees structure

Document & Forms: Documents and forms which have relevance to the agent and landlord are located on this page

FAQ's for Agents and Landlords: All frequently asked questions have been collated in this page for Agents and Landlords

Case Studies: This page details examples of case studies in relation to disputes which have been raised with TDS

Remainder of Navigation Bar

About TDS: What we do, who we are and information about the Tenancy Deposit Scheme

FAQ's: All of our frequently asked questions – Additional FAQs are available in this area for logged in members.

News & Updates: This page contains any News or Updates relating to Tenants, Agents or Landlords. Previous *Membership Newsletters available here once logged in.*

Contact: Our contact details



Tenant Functions available online

Is my deposit protected?

As a tenant, you have the option to check whether your tenancy deposit is protected. Once you have navigated to this page, you are presented with the below:

IS MY DEPOSIT REGISTERED?

Please enter your tenancy code into the box below. Enter it as it appears on your Tenancy Deposit registration certificate

Tenancy Code:

If you do not have the tenancy code, please:

- Search for your tenancy with the form below
- OR
- Contact your Agent or Landlord. You will need to get a copy of the Tenancy Deposit registration certificate from them

Deposit Amount

Tenancy Post Code

Tenant Surname

Tenancy Start Date

You have a number of different options available for you to search for your deposit; either by your tenancy code or by entering specific information about your registration certificate. Once you have entered this information, it will then display if the tenancy is registered. If it is, it will detail all the certificate information and also if there are any disputes in progress.

Raising a Dispute

If a tenancy has ended and the tenant wishes to raise a dispute, then they should navigate to the "Raise a Dispute" area, they will then be able to read how to complete this process.

This page will then direct you (from link on the page) to the "Is my deposit registered" page.

Once you have entered the correct information, it will state if your deposit is registered. If it is, then it will show the tenancy summary and provide you the option to raise a dispute.



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When you click on [CLICK HERE TO OPEN UP AN ONLINE DISPUTE](#), it will display a pop-up box which will show a Dispute Form unique identification reference.

This code should be recorded; as you will be able to retrieve the dispute form if, for example, your system crashes. Once you have recorded the code, click OK.

This will then display the dispute form.

When the form is completed you will be presented with the following (Note that when you have completed the form it will supply a TDSN dispute reference number and the dispute will be recorded on TDS's database, but will not be active until the completed form is signed and sent to TDS).

The "Is this deposit Registered" page also gives you an option to download a copy of the tenancy certificate:



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Checking progress of a dispute

You are able to check the progress of a dispute by navigating to the link "Check progress of a dispute" on the Home page or via "Raise a dispute" listed in the Tenants dropdown. You have a number of different options available for you to search for your deposit; either by your tenancy code or by entering specific information about your registration certificate. Once you have entered this information, it will then display if the tenancy is registered. If it is, it will detail all the certificate information and also if there are any disputes in progress.

CHECK PROGRESS OF A DISPUTE

Please enter your tenancy code into the box below.
(NB: You need to do this before you can check on the progress of a dispute)

Tenancy Code:

If you do not have the above, please:

- Search for your tenancy with the form below
- OR
- Contact your Agent or Landlord. You will need to get a copy of the Tenancy Deposit registration certificate from them

Deposit Amount:

Tenancy Post Code:

Tenant Surname:

Tenancy Start Date:

Member Search

This enables you to discover whether a landlord or agent is a member of TDS and to search for TDS members in a particular town or county.

SEARCH FOR A TDS MEMBER

This enables you to discover whether a landlord or agent is a member of TDS and to search for TDS members in a particular town or county

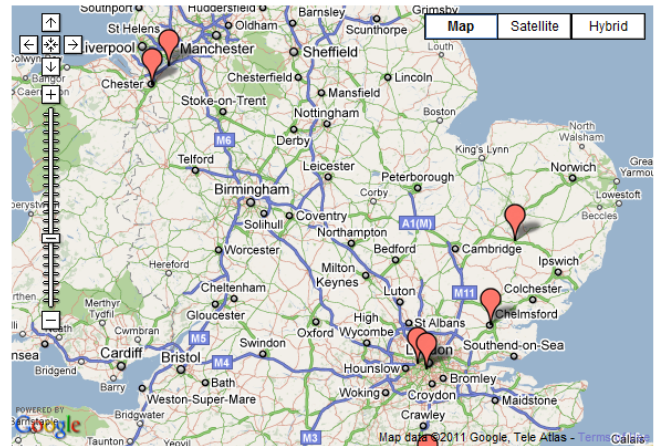
Keyword:

Search type:

Please note that this list of members is updated regularly. If you have a query regarding a member that is not listed, and who you believe is a member, please contact TDS.

Displaying Results 1 - 10 of 84

Result Page: 1 2 3 4 5 6 Next



Displaying Results 1 - 10 of 84

Result Page: 1 2 3 4 5 6 Next