



Tenancy Deposit Scheme



What our customers say about us...

TDS is committed to providing an excellent service for resolving tenancy deposit disputes.

Here is a sample of the feedback we have received from landlords, tenants and agents about their experiences of using us.



"I would like to thank everyone at the TDS for their help and support. The service was excellent. Without your efficiency we would probably have waited even longer for our deposit."

Tenant, name and address withheld

"We as landlords would like to express our sincere thanks for a job very well done. This was our very first time for using the TDS scheme and we feel that the scheme and its employees have been very efficient and professional at all times.... We would not hesitate to recommend TDS to other landlords or tenants."

Mr & Mrs Parmar, Landlords

"I just wanted to say thank you for helping us resolve the dispute surrounding our deposit. I think the TDS is not only a fair and independent service but a fantastic service. Everyone I spoke to was very friendly and helpful and replies were always prompt."

Miss J Fraser, tenant

"Can I just say ... how much of a difference your supporting and helpful approach is. I know in the past some agencies have given TDS a hard time, but the changes implemented and the service levels which I am certainly feeling the benefit from is a really positive step."

James Leverton Marsh & Parsons

"I would like to say that I am incredibly impressed with the level of customer service I have received from you...you have been exemplary in your attention to this matter and I would like to thank you for the way you handled this."

Nicole Chamberland Chamberland Residential



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Contact details

Tenancy Deposit Scheme
PO Box 1255
Hemel Hempstead
Herts HP1 9GN
Tel: 0845 226 7837
Fax: 01442 253 193
Email: deposits@tds.gb.com
Web: www.tds.gb.com

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