

The role and impact of TDS in Northern Ireland

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Managing Director



**Northern Ireland
Executive**

www.northernireland.gov.uk



Who we are

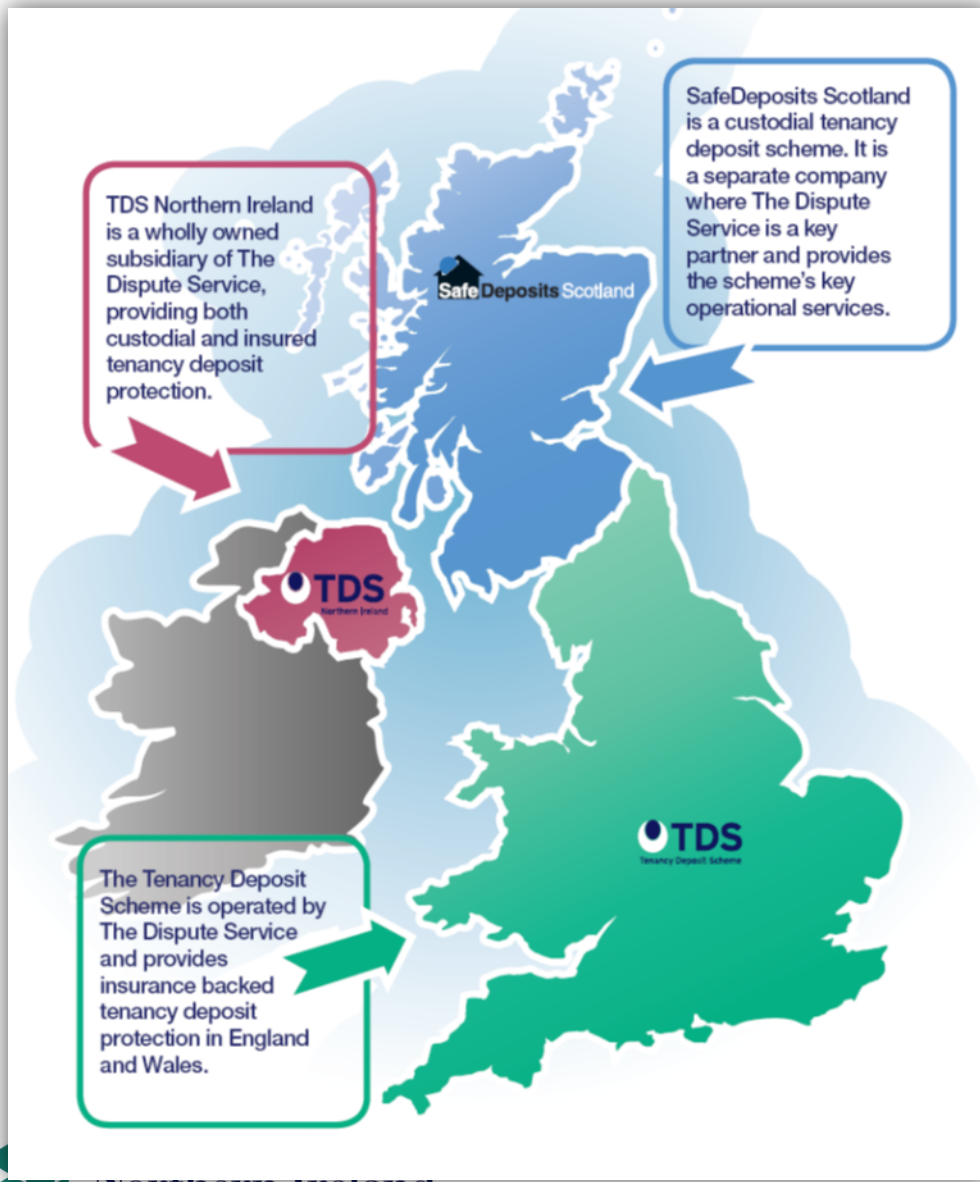
- ❑ Owner by The Dispute Service Ltd
- ❑ Based in Belfast
- ❑ Not for Profit
- ❑ Founded in 2003 by RICS and ARLA



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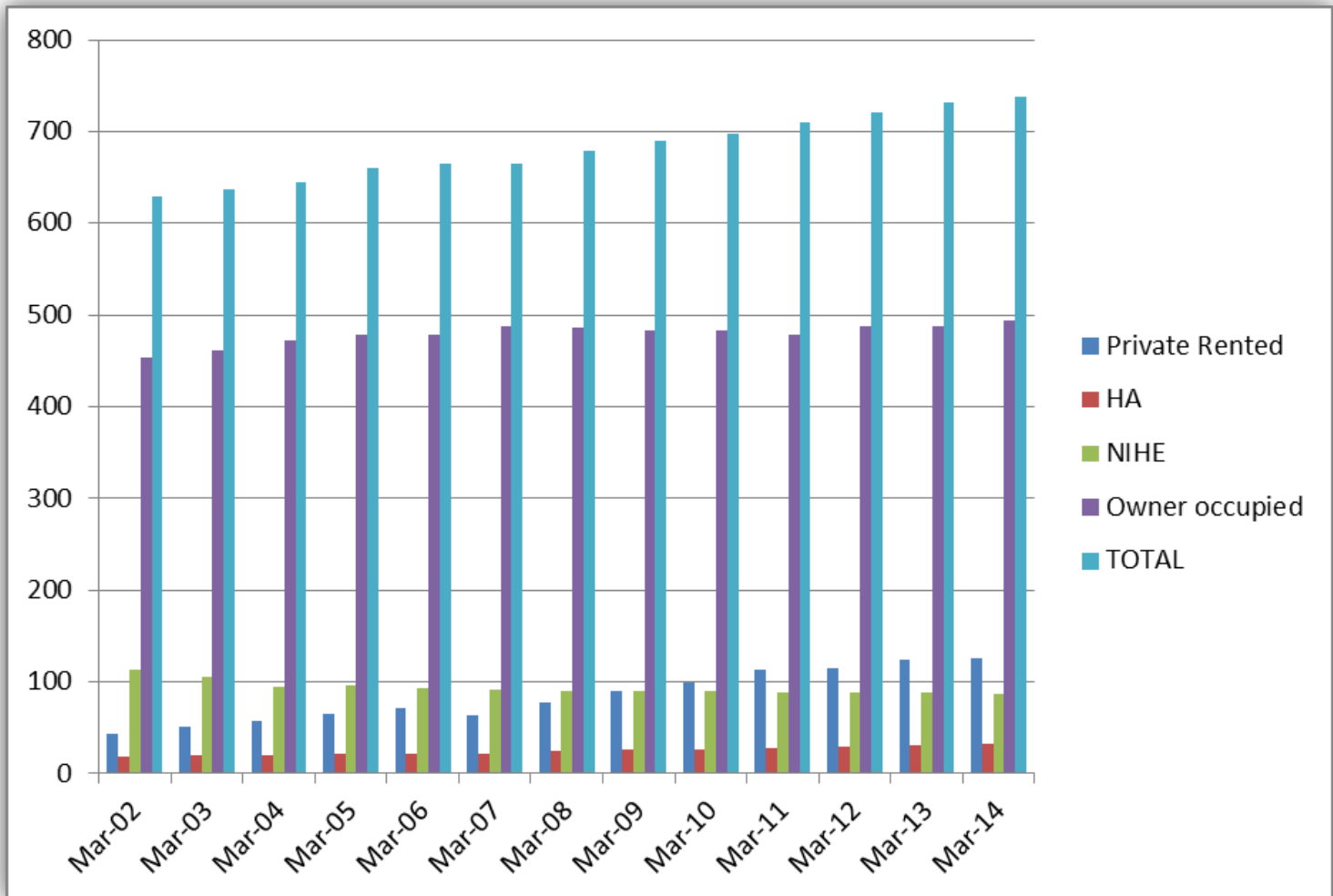
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NI Legislation...

- Applies to all new lettings after 1 April 2013
- Protect deposit in 14 days with authorised scheme
- Serve Prescribed Information in 28 days



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Deposit protection in NI

	Stock	Deposits protected	% Protected
31 March 14	124,300	17,500	14.07%
31 March 15	125,500	33,000	26.29%

- ❑ Online survey of all tenants with protected deposits
- ❑ 5 Focus Groups
- ❑ 1,200 responses



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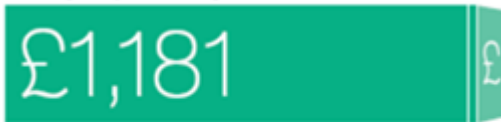
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Value of deposit provided on earlier tenancy

TDS Northern Ireland	
Average deposit value (2013-14)	£576.74
Average deposit value (2014-15)	£575.62

Average deposit in England and Wales



Average deposit in Scotland

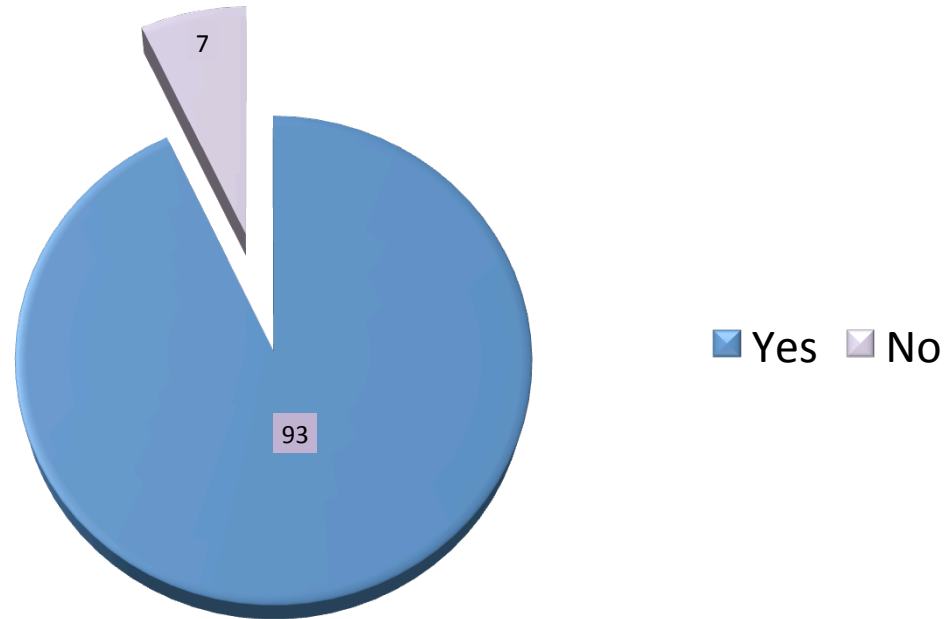


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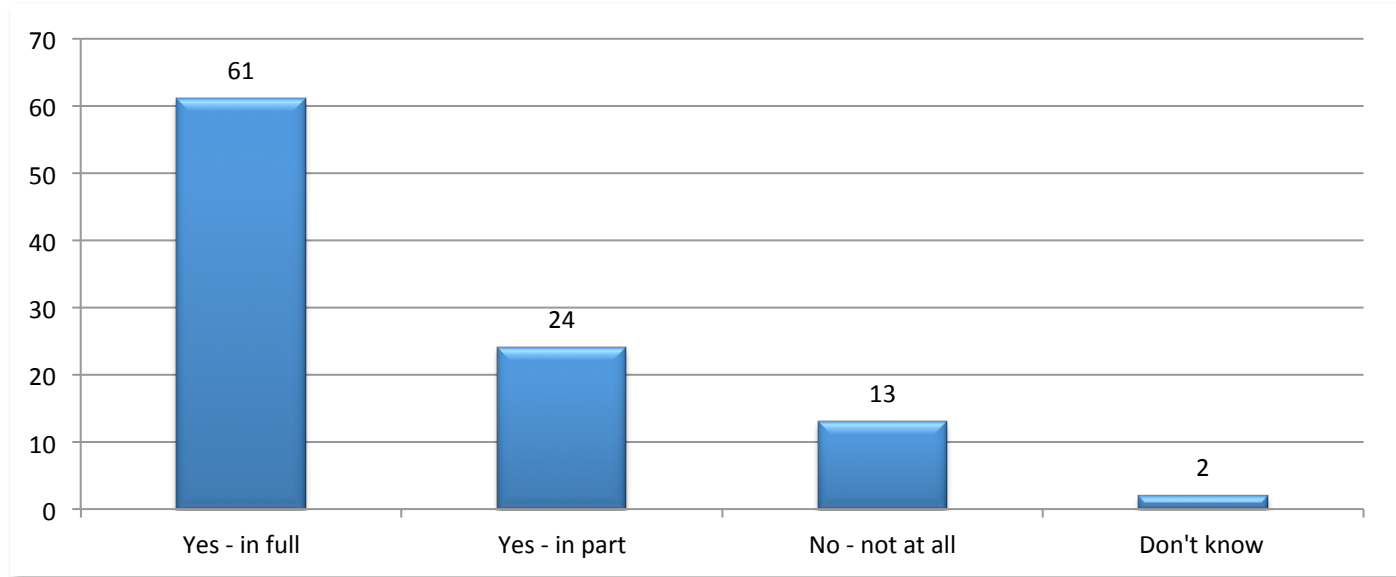
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Deposit provided on earlier tenancy?

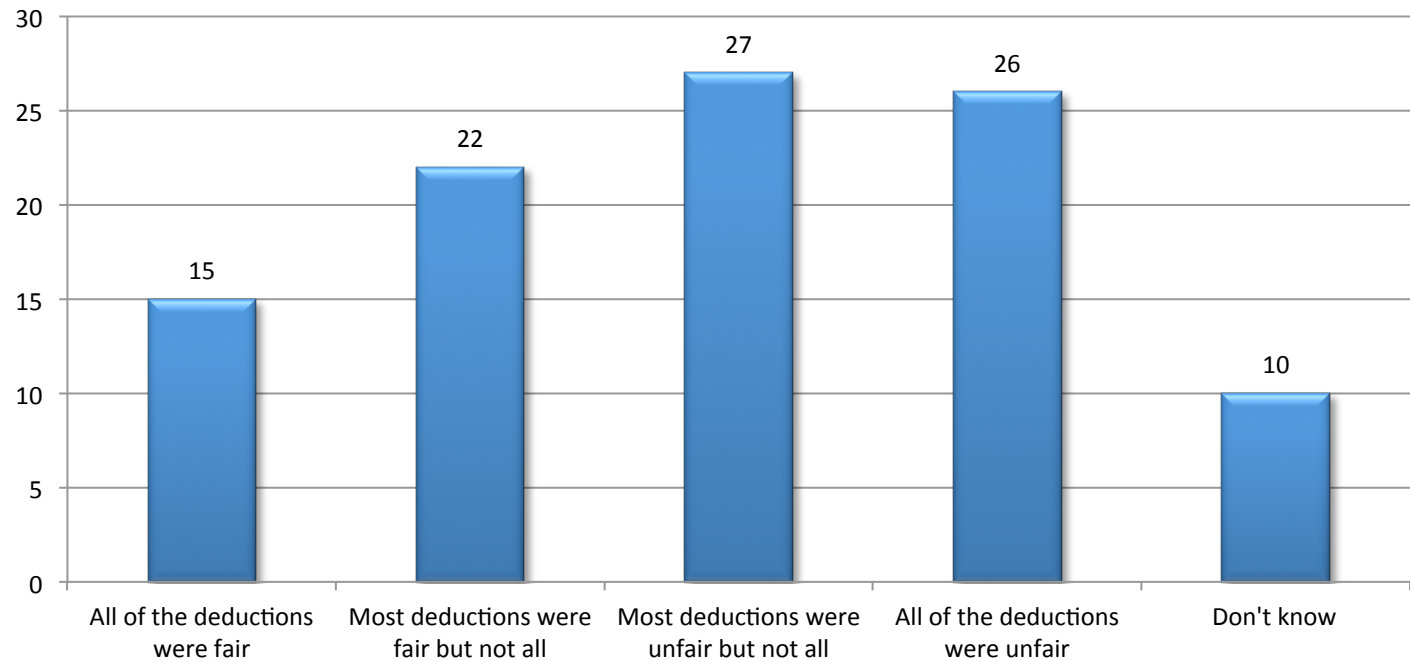


Deposit returned in full?



England (EHS 2012) 70%
Scotland (2008) 78%

Were deductions fair?



Only 15% of tenants felt all deductions were fair

Previous disputes

	%
Spoke/wrote to the landlord/letting agent	71
Did not try to get deposit back	25
Spoke to a solicitor	5
Involved Housing rights Service	3
Asked the council to intervene	1

A dispute deluge?



Disputes in Northern Ireland 31 March 2015

Deposits protected	32,722
Disputes	335
% disputes	1.02%

TDS England & Wales 0.95%

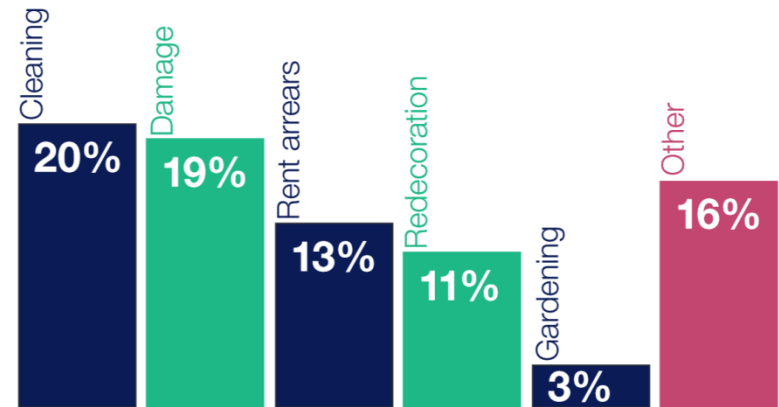
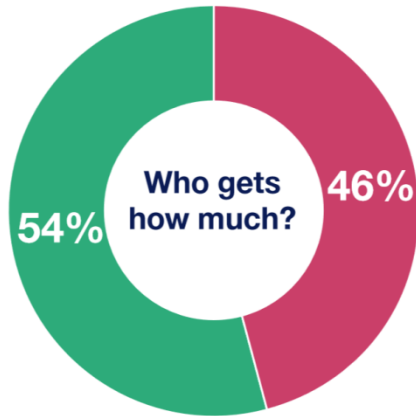


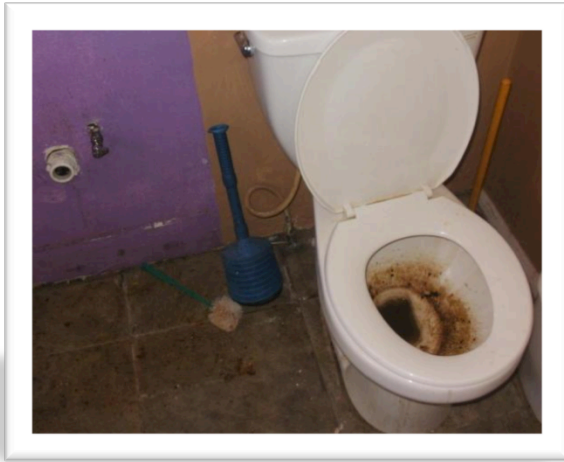
Department for
Communities and
Local Government



Disputes...

- Tenant
- Landlord / Agent





Reasons for low level of disputes?

- Knowledge imbalance
- Fear
- Urgency
- ??????

Reducing disputes

- Clear tenancy agreement
- Inventory/Check in
- Descriptions of condition/cleanliness
- Dates and agreed photos
- Check outs
- Rent statements
- Clear audit trails of evidence

Inventories/check in/check outs [NI]

SHEET 1
RECEPTION ROOM

Walls: magnolia painted

Ceiling: white painted

Flooring: beige carpet as fitted

Woodwork: door frame and door varnished wooden, door has 2 brass coloured handles

Lighting: pendant ceiling light with cream paper shade

Glazing: plain glass to windows

Radiator: unpainted complete with 2 taps

Curtains: orange roller blind with adjustable pull cord

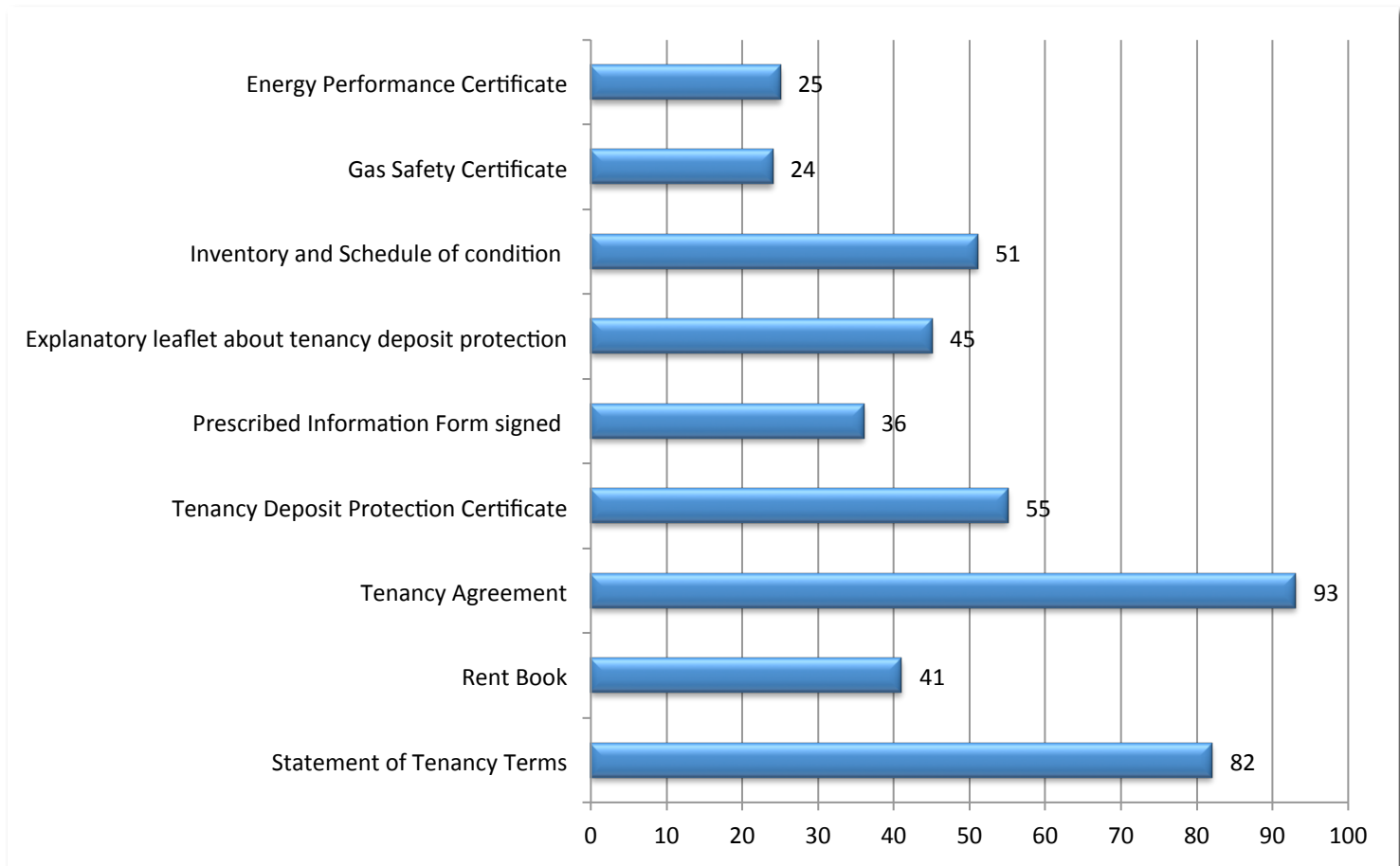
Furnishings:

- 2 cream gingham covered scatter cushions
- dark wooden low rectangular oriental styled coffee table with metal studs to exterior
- light wood framed easy chair with cream covered seats
- 2 cream covered scatter cushions
- 6 circular leather style coasters and holder
- 4 blue, green and beige bird patterned fabric place mats

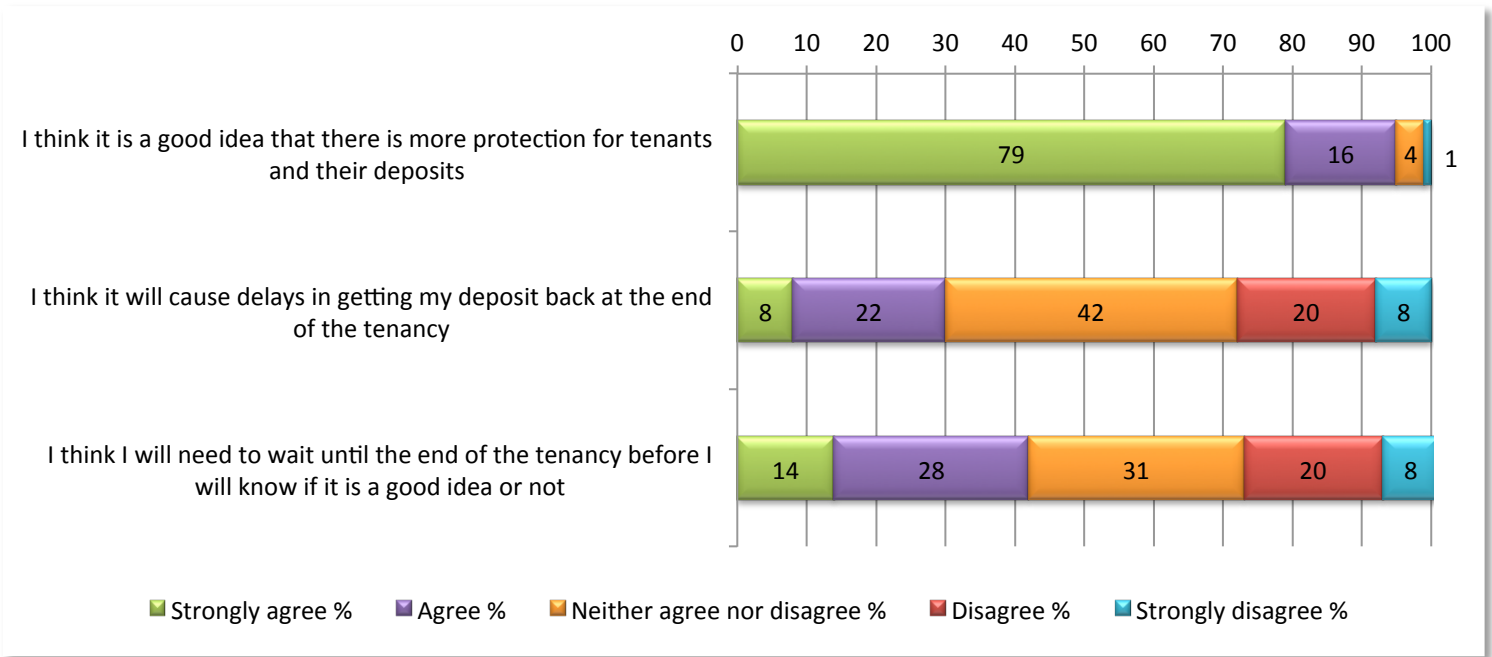
Handwritten notes:

- walls add scuffs 1 Pitt
- add scuffs + scratches but go
- newly painted one used party picture
- 1st. staining / water damage over wall. - 2 unused picture screws.
- circular disc with exposed wires, purpose unknown. *Handwritten: "Handwritten disc to ceiling, with damp due to ceiling, number 8 below still."*
- 4x window 2 " where table standing. carpet in overall clean order although there are approximately 6 small scattered residual spot stains. *Handwritten: "discoloured in front of sofa."*
- door has 2 brass coloured handles *Handwritten: "dirt marks on door"*
- skirting, window frames varnished wooden
- pendant ceiling light with cream paper shade *Handwritten: "dusty N/W no use shade in use"*
- like a metal based table lamp with cream speckled paper shade, flex and plug *Handwritten: "no use"*
- 18" multi-coloured ceramic based table lamp with white shade, flex and plug *Handwritten: "glue marked to the interior top. Writing selected, shade in use. De Badley donegan shade not really attached"*
- NB all plastic power points and light switches throughout the property intact unless otherwise mentioned**
- plain glass to windows *Handwritten: "not clean"*
- brass window furniture as fitted *Handwritten: "Sash lock loop needs attention"*
- unpainted complete with 2 taps *Handwritten: "windows slightly wobbly to frame, all panes intact."*
- orange roller blind with adjustable pull cord *Handwritten: "slight nicks / scratches"*
- 2 cream gingham covered scatter cushions *Handwritten: "all good"*
- dark wooden low rectangular oriental styled coffee table with metal studs to exterior *Handwritten: "Side of sofa very cat scratched - all varnished + worn"*
- light wood framed easy chair with cream covered seats *Handwritten: "Slightly in use! not N/W"*
- 2 cream covered scatter cushions *Handwritten: "good clean order. Ficks marks to valance. 2 blue washers have 3 spots. 1 blue washers has 1 spot. 1 has pink stain."*
- 6 circular leather style coasters and holder *Handwritten: "light scratching and 1 half ring mark. generally ring marked. F.V. worn"*
- 4 blue, green and beige bird patterned fabric place mats *Handwritten: "4" spot stain to base. still gummy. stain to seat in use. food spots"*

Information provided



Tenants views on TDP



Recommendations

- Improve Information (Landlord & Tenant checklists)
- Require all deposits to be protected
- Rename the Prescribed Information

“It was a lot easier before you people stopped us keeping tenants’ deposits...”



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@TDSNI / @beadleben



TDS Northern Ireland



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