

Tenancy Deposit Protection (TDP) Policy

1. Policy Statement

At **Propertyline (includes Propertyline Letting Ltd and its subsidiaries)**, we are committed to complying with all legal obligations regarding the protection of tenancy deposits. This policy outlines our procedures for collecting, protecting, managing, and returning tenancy deposits in accordance with the **Housing Act 2004**, and any updates under the **Tenant Fees Act 2019**.

We aim to ensure all deposits are handled transparently, fairly, and legally, providing peace of mind to both landlords and tenants.

2. Purpose

This policy is designed to:

- Ensure all tenancy deposits are protected in a government-approved scheme within the required timeframe
- Inform tenants and landlords of their rights and responsibilities regarding deposits
- Provide a clear procedure for resolving deposit disputes
- Maintain compliance with all regulatory requirements

3. Scope

This policy applies to:

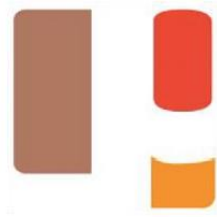
- All **Assured Shorthold Tenancies (ASTs)** in England and Wales
- All staff responsible for tenancy administration and deposit handling
- All clients and tenants using our lettings services

4. Approved Tenancy Deposit Schemes

Propertyline protects deposits using the following government-approved scheme:

- **Deposit Protection Service (DPS), MyDeposits, Tenancy Deposit Scheme (TDS)**

We use the [Custodial / Insured] scheme depending on the agreement with the landlord.



5. Deposit Protection Procedure

We will:

1. **Collect the deposit** from the tenant at the start of the tenancy.
2. **Register and protect the deposit** in an approved scheme **within 30 calendar days** of receiving it.
3. **Issue Prescribed Information** to the tenant and any relevant person within the same 30-day period.

This includes:

- The name and contact details of the TDP scheme
- The landlord's and agent's contact details
- How the deposit is protected
- Circumstances under which deductions may be made
- How to apply for the return of the deposit
- What to do in case of a dispute

Copies of all documents will be retained for audit and compliance purposes.

6. Deposit Deductions

Deductions may be proposed for:

- Unpaid rent
- Damage to the property beyond fair wear and tear
- Cleaning costs if the property is not returned in acceptable condition
- Removal of any tenant belongings or waste left behind

All deductions must be supported by evidence (e.g., inventory reports, invoices, photographs) and communicated clearly to the tenant.

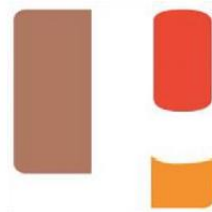
7. Returning the Deposit

- The deposit (or balance after agreed deductions) will be returned within **10 working days** of agreement between both parties.
 - If there is a **dispute**, the full disputed amount will remain protected in the TDP scheme until resolution.
-

8. Deposit Disputes

If a deposit dispute arises:

172 Park Road
Peterborough, PE1 2UF
01733 777788



- We will attempt to resolve it informally with both parties.
- If unresolved, either party may initiate the **alternative dispute resolution (ADR)** process offered by the TDP scheme.
- We will cooperate fully with the scheme's adjudication process and provide all required documentation.

9. Landlord Responsibilities

For landlords managing their own deposit protection:

- **Propertyline** will provide guidance, but the landlord is responsible for registering the deposit and issuing prescribed information.
- A written declaration confirming registration will be requested.

10. Staff Training and Compliance

- All relevant staff will receive training on current TDP regulations and internal procedures.
- Periodic audits will be conducted to ensure compliance and accuracy in deposit handling.
- Non-compliance or negligence may result in disciplinary action.

11. Monitoring and Review

This policy is reviewed **annually**, or sooner if there are changes to legislation or deposit protection schemes. Any changes will be communicated to staff and clients.

12. Contact

For questions about this policy or specific deposit matters, contact:

Tenancy Deposit Administrator / Lettings Manager

Name: **Chris Weston**

Email: chris@epropertyline.com

Phone: **01733 777788**

Propertyline is committed to transparency, fairness, and full legal compliance in the handling of tenancy deposits.

172 Park Road
Peterborough, PE1 2UF
01733 777788