

# Evidence checklist for our members

This is a guide to help point you in the right direction on what evidence will be important, depending on your claims. To make sure you have the best chance of success and reaching a fair resolution, please provide all relevant evidence which applies to the costs you are proposing.

## What evidence should ideally be provided?

### For all claims

- **Provide a clear breakdown of proposed deductions and individual costs**

For our insured members, this will be a Dispute Rebuttal form.

For our custodial members this will need to be done through your online account.

For example:

- Full clean £180.00
- Carpet cleaning £90.00
- Replacement toilet seat £20.00

**NOTE:** Where this is not provided, the adjudicator will decide 'on balance' if your claim is successful, after reviewing the submissions and evidence. In these circumstances, the landlord's ability to challenge the decision will be limited.

### Evidence

Yes

No

Not available

**Breakdown of claims**

### For all claims

- **Tenancy agreement(s), deed of assignments, addendums**

A tenancy agreement should be provided for all cases. Where there have been one or more renewals, these agreements should also be provided. Without this, the adjudicator will be unable to check what contractual responsibilities were agreed which may affect the outcome of any claim.

### Evidence

Yes

No

Not available

**Tenancy agreement**

**Damages and deterioration including cleaning, missing/replacement items, garden, redecoration**

- **Check-in reports, check-out reports, dated photographs, mid-term inspection reports**

When claiming for repairs or cleaning, the adjudicator will need to compare the condition and cleanliness of the property at the start and end of the tenancy to see whether the tenant is responsible for the work proposed.

Quality check-in report and check-out reports or comparable dated photographs are crucial for most successful claims. Mid-term inspection reports can also be of value to show anything that happened during the tenancy.

Where these documents are unavailable, please provide any other relevant evidence which may help your claim such as invoices to show work carried out before the tenancy started or for any incidents during the tenancy.

Without the above, awards are only likely to be made where the tenant has made an admission.

Evidence	Yes	No	Not available
Check-in report			
Check-out report			
Dated check-in photographs (separate from report)			
Dated check-out photographs (separate from report)			
Mid-term inspection report(s)			
Invoices to show work carried out before tenancy started			
Relevant correspondence			

**Rent and fees**

- **Tenancy agreement (see above), rent/fee statement/bank statements, relevant correspondence**

When claiming rent, please make sure that you detail why rent is owed, for example, due to insufficient notice, early termination, rent not paid, property abandoned etc.

It is crucial to provide a rent statement/fee statement showing the history of payments made by the tenant for the length of the tenancy. It is the landlord’s responsibility to show they are entitled to an amount from the deposit. Without this, the adjudicator will be unable to decide if any arrears are owing, unless the tenant makes an admission.

When a claim relates to early termination fees or insufficient notice, you should provide all correspondence between you and the tenant, highlighting relevant sections.

**TIP:** For early termination fees you **MUST** also provide invoices to demonstrate the actual costs and support any fees being claimed. See our detailed early termination guide <https://www.mydeposits.co.uk/resourcess/early-termination-fees-agents-landlords/?categorytype=resources-business>

Evidence	Yes	No	Not available
Tenancy agreement			
Rent statement / bank statements			
Relevant correspondence			

### Other

Where you are claiming compensation due to mould damage or a leak for example, the adjudicator will look for supporting evidence which shows the tenant is responsible. It is important to provide as much information as possible, including any independent/specialist contractors reports or similar, to help support the claim. Periodic inspections can always be helpful with these types of issues.

- Invoices, quotes, estimates. receipts

Although an estimate/invoice is not evidence of a breach, where a tenant is found responsible for paying compensation, they help the adjudicator decide on how reasonable the claim is and to make sure that any award is in proportion to the breach. These should clearly break down what was done for the work carried out and not just one line, such as 'end of tenancy clean.'

Of course, please provide any other evidence you feel is relevant to the claim(s).

**Please select any other evidence you are providing:**

Evidence	Yes	No	Not available
Periodic inspections			
Contractor's report			
Invoices, receipts, estimates for end of tenancy work			
Other (please detail):			
Other (please detail):			

**Remember this is only a guide and we encourage you to provide all evidence that you feel is relevant to your claims.**