

Evidence 'help' checklist for tenants

This is a guide to help point you in the right direction on what evidence would be important and relevant, depending on the claims made by your landlord or agent.

For all claims

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

A tenancy agreement/other related agreement should always be provided. If your tenancy has been renewed at any point and you have been issued with a new tenancy agreement, these should be provided. Without this, the adjudicator will be unable to check what contractual responsibilities were agreed, which may affect the outcome of any claim.

Where you have damaged something during the tenancy or not left the property as clean as it was when you moved in, it is never too late to negotiate with your landlord or agent. The key to negotiation is listening and compromising. The landlord/agent may be willing to accept this, which often avoids the dispute going any further.

You can use this checklist to help you reach an agreement with your landlord or agent. If you cannot reach an agreement, it will help you present your case to our adjudication team and make sure you have the best chance of a fair resolution.

Proposed deductions

- It's important to provide a clear breakdown of what you understand the issues are and the individual costs, for example;
 - Full clean £180.00
 - Carpet cleaning £90.00
 - Replacement toilet seat £20.00

Make sure you have a breakdown of costs from your landlord/agent.

For deposits protected in our insured scheme, you will need to complete a Dispute Details Form/Dispute Notification Claim Form.

For deposits protected in our custodial scheme, this will need to be done through your online account.

Agreed deductions

- If you agree with any costs, you should list these out and say whether you accept them, in full or in part, and the amount you agree with for each

This will help to avoid any confusion on what you have accepted and any potential delays later in the process.

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

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

When a claim is being made 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 an item/area has been returned in a worse condition.

If you have copies of the check-in, check-out and mid-term inspection reports, please provide them (signed copies if available). Be aware of any differences and consider if you should accept some responsibility.

If you have made any changes to a report, particularly the check-in report, it's very important you provide email communication/other evidence to show what was amended, and when it was sent to the landlord/agent. This must have been done within a reasonable time from the date of inspection.

Any other relevant evidence which may help your claim such as photographs taken by you at the start/end or during the tenancy should be provided. Photographs will need to be dated if they are to be relied on. Undated photographs may only be of value as supporting evidence but we would still encourage you to provide them.

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**

Where rent/fees are being claimed, please give a clear and detailed explanation of why you think you are not responsible for this payment.

While the responsibility is on the landlord to show rent is owed, if you disagree with the landlord/agent's rent statement or the amount claimed, its crucial that you provide evidence to support all payments you have made during the tenancy.

Any relevant emails or other correspondence should also be provided and can be critical to the outcome, particularly where there has been an agreement between you and the landlord, e.g. in relation to ending the tenancy early.

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

Issues during the tenancy

- **Relevant correspondence, mid-term inspections, dated photographs**

If you experienced any issue during the tenancy, no matter how big or small, it's important that you can show it was reported to your landlord/agent as soon as you noticed it. Common examples would be condensation, mould, a leak, a wobbly toilet seat, broken cupboard doors or a fallen fence. This allows your landlord/agent the opportunity to investigate and put right any issues to avoid the problem becoming worse. Providing evidence of reporting the issue(s) will help remove or minimise your responsibility where the landlord claims compensation for such repairs at the end of the tenancy.

Where issues were reported and not addressed, if you have more photographs to show how the problem progressed this will help support your case and show the extent of what happened.

Evidence	Yes	No	Not available
Other (please detail):			
Other (please detail):			
Other (please detail):			
Other (please detail):			