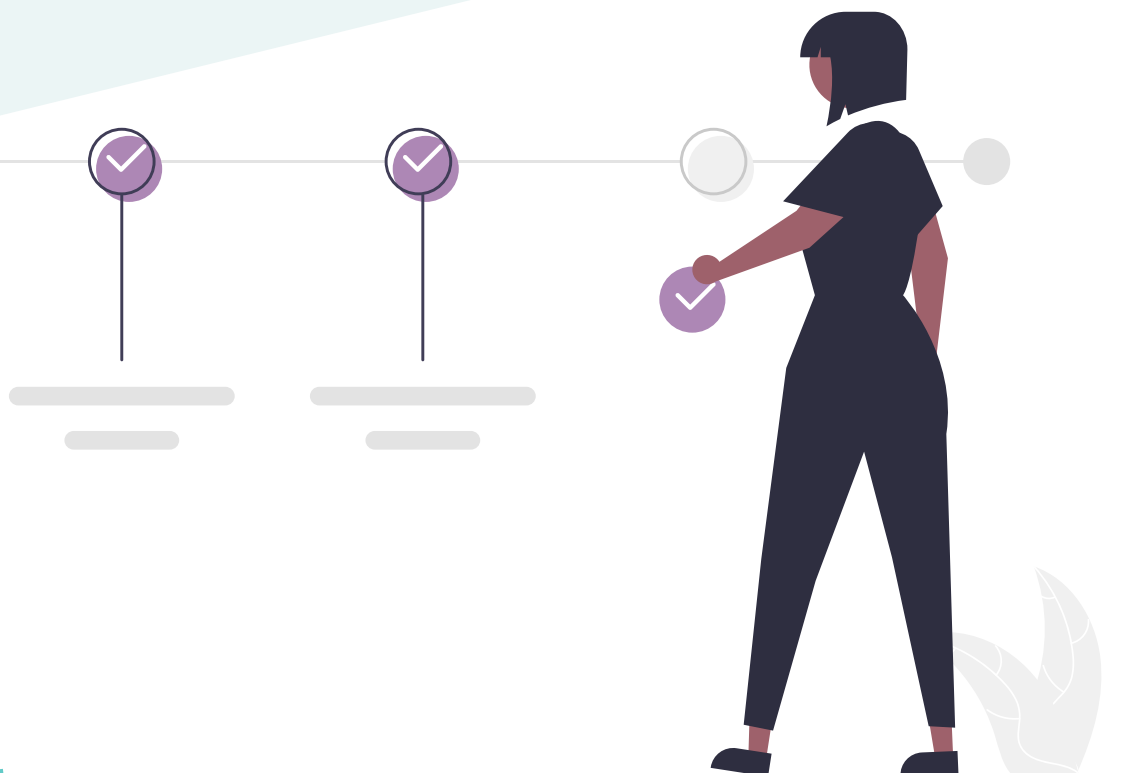


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Evidence checklist for our members



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	☐	☐	☐

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

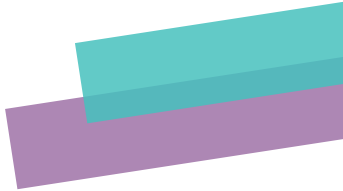
Although an estimate/invoice is not evidence of a breach, where a tenant is found responsible for paying compensation, they help the adjudicator decide on how reasonable the claim is and to make sure that any award is in proportion to the breach. These should clearly break down what was done for the 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:

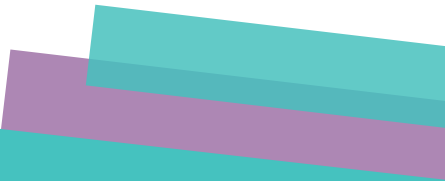
Evidence	Yes	No	Not available
Periodic inspections	☐	☐	☐
Contractor's report	☐	☐	☐
Invoices, receipts, estimates for end of tenancy work	☐	☐	☐
Other (please detail):	☐	☐	☐

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



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Limelight, 1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH



Tenancy Deposit Solutions Limited, trading as mydeposits.
Registered office: 7th Floor Corn Exchange, 55 Mark Lane, London EC3R 7NE.
Registered in England No: 05861648. VAT No: 893 9729 49