

Dispute Form for the Unipol/The Dispute Service Deposit Protection Scheme

All disputes made under this scheme must be in relation to a deposit protected in this scheme and must be received either from a landlord, a tenant, ex-tenant or a third party. Where a third party raises a dispute, they must produce signed authorisation from the party they are representing.

Disputes must be raised within three months of the end of the tenancy

Complaints must be in writing and addressed to Unipol at:

IN LEEDS:

Unipol/TDS Disputes
Unipol Student Homes
155-157 Woodhouse Lane
Leeds
LS2 3ED
or by e-mail: tdsdisputes@unipol.org.uk

IN NOTTINGHAM:

Unipol/TDS Disputes
Unipol Student Homes
The Orchards
University Park
The University of Nottingham
Nottingham
NG7 2RD
e-mail: tdsdisputes@unipol.org.uk

IN BRADFORD:

Unipol/TDS Disputes
Unipol Student Homes,
Richmond Building,
University of Bradford,
BD7 1DP
or by e-mail: tdsdisputes@unipol.org.uk

The dispute must state clearly:

- Who is the landlord of the property to which the dispute is for
- Who is holding the deposit (if not the landlord)
- Who are the tenants
- How much is the amount of deposit in dispute
- Any reasons for the dispute
- Any evidence to be put forward for consideration by the panel

Unipol will notify the other party of the dispute within 5 days of it being received and provide them with the opportunity to respond formally within 7 days of the notification.

If the dispute is still not resolved then it will be heard by a Deposits Panel consisting of 3 people. The membership of the panel is a Chair, a student member and a landlord member. The Panel will meet every 21 working days on prearranged dates in July, August and September and cases will be referred to the next available meeting so long as three working days notice can be given to both parties. During the other 9 months of the year the Panel will meet 6 times on pre-arranged dates.

Both parties will be notified of the date of the panel at least 3 days in advance and invited to submit evidence.

Each case will be considered by the panel who will suggest an outcome based on the evidence presented to them.

The Unipol dispute procedure is free for all users, but Unipol reserve the right to make an administrative charge of £100 to the landlord for the services of the Panel if it considers that there are an unnecessary number of complaints in relation to one landlord or where it considers the complaint to be frivolous. Unipol's decision in this matter is final.

Dispute Form for the Unipol and The Dispute Service Deposit Protection Scheme

PERSONAL DETAILS (of the person completing this form)

Name

Current Contact Address

Telephone Number/s

Email Address

Are you the : Landlord Tenant Tenant Representative

** if you are the representative then please attach written authorisation from the person on whose behalf you are acting*

PROPERTY DETAILS RELATING TO THE DISPUTE

Address

Type of Property

Shared house

Room in owners own home

Self-contained flat

Tenancy Dates

Start ___ / ___ / ___ End ___ / ___ / ___

Type of Tenancy

Single

Joint

(please specify)

Name of Owner

Address of Owner

OTHER PARTY'S DETAILS

(If you are the landlord please provide the tenants(s) details or if you are the tenant(s) please provide the landlords details)

Name

Current Contact Address

Telephone Number/s

Email Address

Are they the : Landlord Tenant Tenant Representative

** if you are the representative then please attach written authorisation from the person on whose behalf you are acting*

Complaints Form for the Unipol and The Dispute Service Deposit Protection Scheme

Details of The Dispute

How much deposit was paid? a) individual: £ _____

b) joint tenancy £ _____

How much is in dispute? £
What is the disputed amount for?

(Please tick all that apply)

cleaning

damage to property contents

redecorating

gardening

rent arrears

other (please specify)

From the undisputed balance of the deposit, how much has been paid to the:

Tenant £ _____

Landlord £ _____

Agent £ _____

Reasons for Dispute Any undisputed amount must be paid within 10 days of the tenant and the landlord agreeing the allocation of the deposit

(continue on a separate sheet if necessary)

Do you wish to submit any evidence, such as photographs, check in/check out reports, inventories or contract documents for the panel to consider?

You will be invited to provide all of your evidence at least 3 days prior to the hearing date.

Signature _____

Date _____