

The dispute resolution process

If the landlord/agent believes that you have broken the agreed contract terms (such as unpaid rent or damage to the property) and you disagree, then a free dispute resolution service is available to resolve the issue. The case will then be referred to an independent adjudicator. Any undisputed deposit amount will be released to you at the end of the tenancy, without having to wait for adjudication.

We have an online dispute resolution service available. You can upload any evidence such as photos, emails, or letters in support of your case.

How it works

Step 1

Both the landlord/agent user and tenant are required to provide evidence to support their claims on the deposit.



Step 2

The adjudicator will review the evidence supplied by both the tenant and the landlord/agent user.



Step 3

The adjudicator must come to a decision within 20 working days of receiving the dispute referral.



Step 4

The landlord/agent user and tenant will be informed of the decision within five working days.



Step 5

The landlord/agent user and tenant have 10 working days to challenge the decision, but only if they believe the adjudicator has erred in law or fact.

continued overleaf...

The dispute process in detail

