



## TDS Customer Service Standards

### What you should expect from us

**TDS aims to provide agents, tenants and landlords with the best possible service at all times. Our customer service standards set out the standard of service you can expect to receive.**

#### Contacting TDS - we will

- be open for telephone calls to our Call Centre from 8.00 am to 6.00 pm Monday to Friday except on bank holidays;
- be polite and courteous when speaking to customers in person or on the telephone and will treat our customers and others with dignity and respect;
- seek to answer telephone calls within three rings;
- introduce ourselves by name when we answer the telephone;
- return email or telephone messages by the end of the next working day;
- arrange for an interpreter, if required, from Language Line to assist callers who do not speak English as a first language;
- write in plain English;
- offer alternative arrangements for customers with specific needs upon request;
- respond to general letters and e-mails within five working days. If it is not possible to provide a full response within five working days, we will telephone or write to you to explain how long it will take to provide a full response.

#### Informing and consulting - we will

- consult the TDS Members' Forum and E Consultation network on any major change to the way in which the Scheme operates;
- seek the views of tenants/landlords/consumer representatives through dialogue with organisations such as Citizens Advice, National Union of Students and Shelter;
- produce a monthly TDS Members' Newsletter which will be emailed to all Members and those on the circulation list;
- carry out regular surveys to establish tenants', agents' and landlords' views on the quality of our services;
- make copies of our key policies and other standard documents available through the TDS website.

#### Resolving membership issues – we will

- acknowledge and deal with all applications for membership within 2 working days;
- deal with all membership queries within 5 working days;
- respond to all database queries within 5 working days.



## **Paying membership subscriptions - we will**

- send you details of your annual subscription each February for the following financial year commencing 6<sup>th</sup> April;
- set out clearly how your subscription invoice has been calculated;
- offer you the facility to pay the subscription in four instalments via four invoices, or monthly by standing order;
- respond to any query about your invoice within five working days;
- produce regular statements of account and on demand.

## **Protecting tenancy deposits – we will:**

- protect tenancy deposits, registered on the TDS tenancy database, in accordance with our published procedures;
- confirm when a deposit is protected with our Scheme, by issuing a Tenancy Deposit Certificate;
- send the appropriate notices to landlord, tenant and agent when a Member leaves our scheme and deposits are no longer protected.

## **Carrying out Adjudications on deposit disputes - we will**

- advise all other parties (subject to having the correct contact details) when a dispute has been accepted for adjudication, giving 10 working days to respond to the dispute;
- adjudicate the deposit within 28 calendar days from the time the deadline for the parties responding to the dispute has passed;
- make any resulting payments within 10 working days;
- carry out monitoring to assess the satisfaction of landlords, tenants and agents with the adjudication process.

## **Putting things right – we will**

- provide a copy of our complaints procedures on our website;
- acknowledge all complaints on receipt;
- respond to complaints about our services within 6 weeks. If it is not possible to provide a full response within that timeframe because we need more time to carry out an investigation, we will write to you to tell you how long it will be before we can provide a full reply;
- provide a review mechanism for adjudications if you feel our decision was incorrect in law with our initial response.

If you are dissatisfied about any aspect of our services, we would like you to let us know. Please write to the **Head of Member Relations, Ben Beadle at TDS, PO Box 1255, Hemel Hempstead, Herts HP1 9GN** or by e-mail to: [member.relations@tds.gb.com](mailto:member.relations@tds.gb.com)