

---

*Changes to legislation: Housing Act 2004, Cross Heading: Dispute resolution procedures is up to date with all changes known to be in force on or before 27 September 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

## SCHEDULES

### SCHEDULE 10

#### PROVISIONS RELATING TO TENANCY DEPOSIT SCHEMES

##### *Dispute resolution procedures*

- 10 (1) Every custodial scheme or insurance scheme must provide for facilities to be available for enabling disputes relating to tenancy deposits subject to the scheme to be resolved without recourse to litigation.
- (2) The scheme must not, however, make the use of such facilities compulsory in the event of such a dispute.
- [<sup>F1</sup>(3) The provision made under this paragraph may confer power on a person acting as an adjudicator in relation to such a dispute to decline to proceed, or continue to proceed, with the case.
- (4) In this Schedule, in relation to a custodial scheme or an insurance scheme, “the dispute resolution service ” means the facilities provided by the scheme in accordance with this paragraph. ]

---

#### **Textual Amendments**

- F1** Sch. 10 para. 10(3)(4) inserted (6.4.2007) by [The Housing \(Tenancy Deposit Schemes\) Order 2007 \(S.I. 2007/796\)](#), **art. 8**

---

#### **Commencement Information**

- II** Sch. 10 para. 10 wholly in force at 6.4.2007; Sch. 10 para. 10 not in force at Royal Assent see s. 270(4) (5); Sch. 10 para. 10 in force for W. at 6.4.2007 by [S.I. 2007/305](#), **art. 2**; Sch. 10 para. 10 in force for E. at 6.4.2007 by [S.I. 2007/1068](#), **art. 2(a)**

**Changes to legislation:**

Housing Act 2004, Cross Heading: Dispute resolution procedures is up to date with all changes known to be in force on or before 27 September 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

- Act savings and transitional provisions for amendments by S.I. 2022/1166 by [S.I. 2022/1172 Regulations](#)

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 66(1A) inserted by [2016 c. 22 s. 125\(3\)\(a\)](#)
- s. 66(3A)(3B) inserted by [2016 c. 22 s. 125\(3\)\(c\)](#)
- s. 89(1A) inserted by [2016 c. 22 s. 125\(6\)\(a\)](#)
- s. 89(3A)(3B) inserted by [2016 c. 22 s. 125\(6\)\(c\)](#)
- s. 139(7A)(7B) inserted by [2016 c. 22 s. 127\(3\)](#)