

# Landlord Claim

## Information Checklist



FIRST FOR JUSTICE

If you want to report a new claim relating to a dispute with a tenant, it is likely we will require certain documentation from you. These documents will help us confirm how we can assist you under the terms of your policy, so it is important we receive them quickly to avoid delays in progressing your claim.

### Information required

Below is a list of information which we will usually require you to send us in support of your claim. You may wish to save a copy of this document so you can refer back to it later.

A copy of the signed tenancy agreement

A copy of the Deposit Protection Certificate

A rent schedule confirming the rent arrears owed and details of any payments received (preferably covering the last 2 years of the tenancy)

Copies of any notices for possession served on your tenant

If the tenant has left the property, the date this happened

Copies of any references obtained for the tenant and any guarantor before the tenancy started

Copies of any correspondence sent in relation to the dispute

A copy of the signed inventory completed at the start of the tenancy

Full details of any damage caused along with the cost of repair, including a copy of the signed check-out report

Completed copies of the Landlord Questionnaire and Tenant Questionnaire

If you are submitting a new claim via our website, you will be given the option to attach supporting information once you have completed the online claim form.

Don't worry if you don't have all of these documents to hand; it is important you tell us about your claim as soon as possible, and you will be able to provide supporting information at a later date. Once you have submitted the online claim form, you will be given a claim reference number and can email the documents separately once they are available.

### Have you discussed your issue with one of our legal advice team?

Call the number listed in your policy wording – we will talk you through your options and try to help you secure an early resolution.