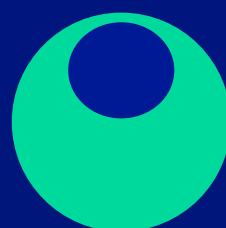




2023-24

ANNUAL REVIEW



TDS
CHARITABLE
FOUNDATION



Contents

| | |
|---|----|
| What is the TDS Charitable Foundation? | 03 |
| How are projects funded by the TDS Charitable Foundation? | 04 |
| 2023-24 Ongoing projects | 06 |
| 2023-24 Completed projects | 08 |
| New Projects funded in 2023-24 | 10 |
| Change to the Articles | 12 |
| Summary of Accounts | 14 |

WHAT IS THE TDS CHARITABLE FOUNDATION?

The TDS Charitable Foundation* exists to raise standards in the private rented sector.

This objective is delivered mainly by the Foundation funding projects which help tenants, agents and landlords better understand their rights and obligations as well as the use of various dispute resolution services.

There are three specific objectives:

- ✓ Promoting knowledge of landlords' obligations
- ✓ Promoting knowledge of tenants' rights and responsibilities
- ✓ Promoting a greater awareness of alternative dispute resolution models

The TDS Charitable Foundation operates in England and Wales. In Scotland a sister charity [the SafeDeposits Scotland Charitable Trust] undertakes similar work to raise standards in the Scottish private rented sector.



* a Charitable Incorporated Organisation

HOW ARE PROJECTS FUNDED BY THE TDS CHARITABLE FOUNDATION?

The Charity was first established in 2013 and until 2022 almost all projects were funded by the Charity through inviting organisations to submit grant applications to meet specified themes for the year as outlined by the Foundation.

However, in 2022 the Trustees agreed to move to a strategy of funding a smaller number of projects, concentrating on a few that might have more of a national impact.

Two large scale Tenant Opinion surveys were conducted by the Charity in 2022-3 to inform the design and development of these projects. The first projects were funded under this new approach in 2023/24.

HOW IS THE TDS CHARITABLE FOUNDATION ITSELF FUNDED?

TDS Charitable Foundation is currently funded solely by donations from the TDS Group.



THE BOARD OF THE TDS CHARITABLE FOUNDATION

(as of 31 March 2024)



Martin Partington CBE KC*

Chair of the TDS Charitable Foundation
Chair of the TDS Group Board

Martin Blakey

Former Chief Executive of Unipol

Nicki Alvey

Consultant

Shahad Chouhury

Founder, OpenBrix

David Cox

Legal & Compliance Director, Rightmove

Steve Harriott*

Chief Executive of TDS Group

Alison MacDougall*

New Homes Ombudsman

Sue Threader

Chief Executive, Rochester Bridge Trust

*nominated by TDS Group

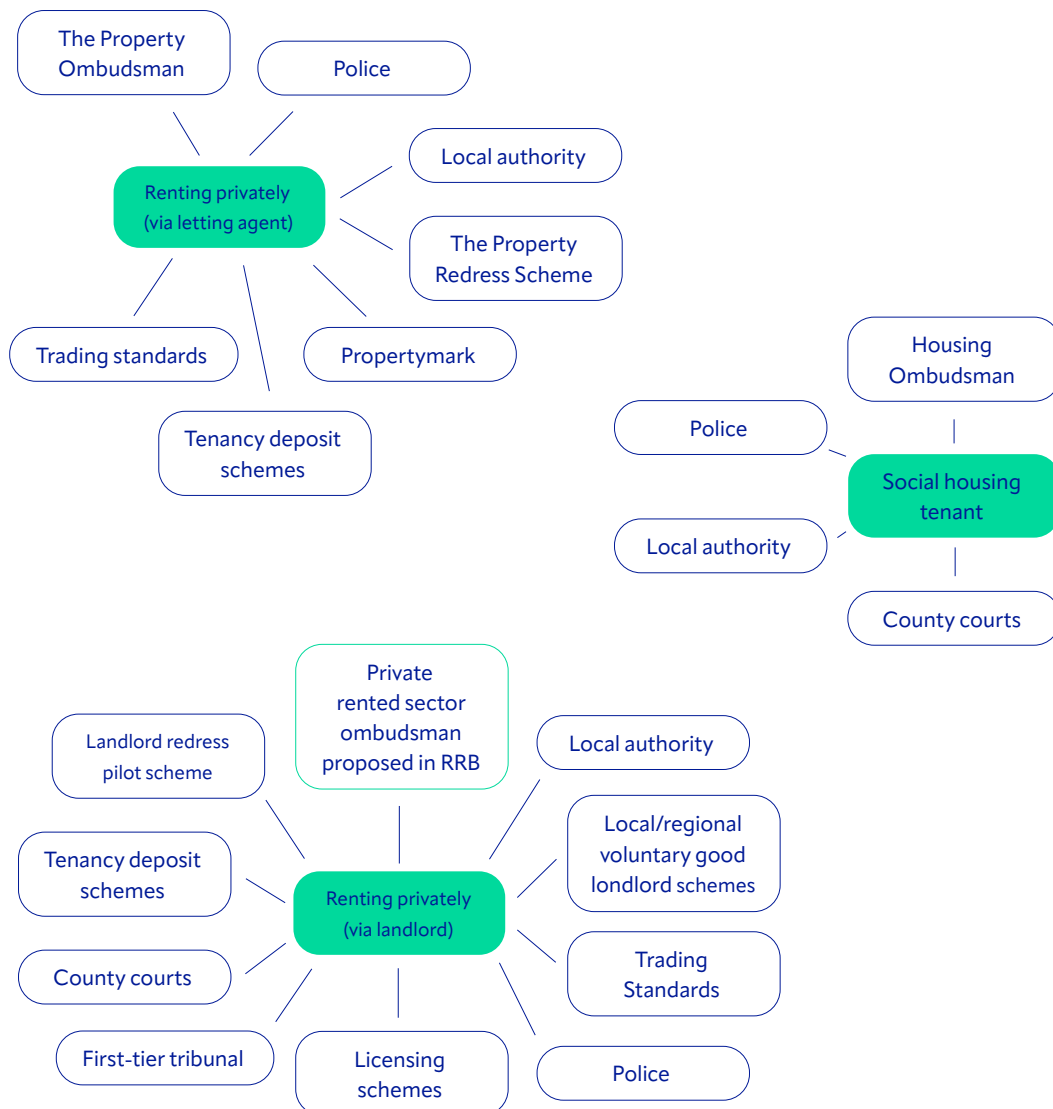
2023-24 ONGOING PROJECTS

“MY HOUSING ISSUE” GATEWAY - £100,000

The TDS Charitable Foundation is funding the tech company PocketApp to design and deliver a “My Housing Issue” gateway website to help both private and social housing tenants in England progress towards a resolution of their disputes.

The existing redress landscape in the private rented sector is complex and confusing for tenants. Various organisations and housing experts have called for the creation of a single point of access or portal to simplify the redress system, but this has failed to materialise.

THE REDRESS LANDSCAPE IN THE PRIVATE RENTED SECTOR

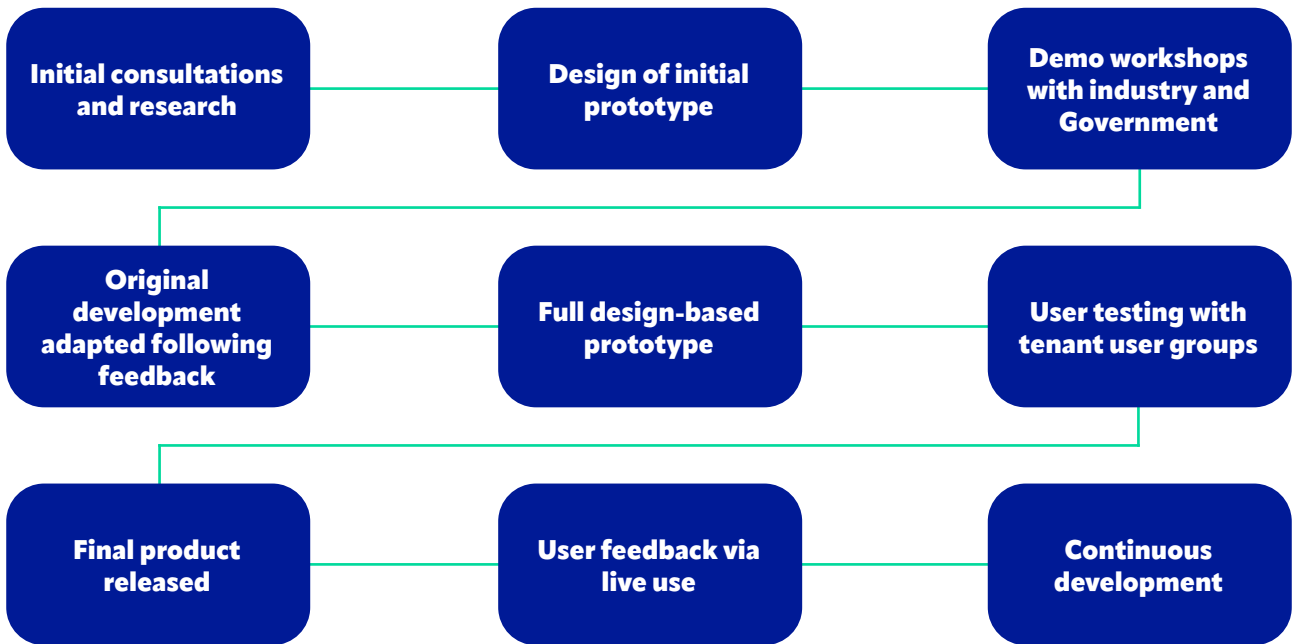


The TDS Charitable Foundation has taken the initiative and started the development of a website to help tenants identify the correct dispute resolution mechanism or resolution provider for their problem. The website will act as a signposting service and diagnostic tool, providing tailored information about housing rights and options in an interactive and user-friendly format.

THE “MY HOUSING ISSUE” GATEWAY SERVICE AIMS TO:

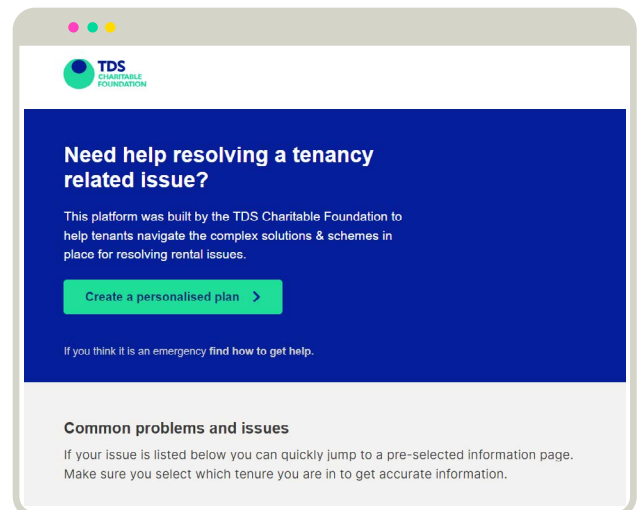
- Ensure tenants have a better understanding of how to make complaints and how to identify who their dispute is against.
- Help to make justice more accessible for tenants and encourage early resolution where possible.
- Make the dispute resolution landscape more integrated and therefore less confusing.
- Improve tenants’ understanding of their rights and options.

THE GATEWAY HAS BEEN DEVELOPED ON THE BASIS OF A USER-FOCUSED APPROACH AS SHOWN BELOW



The Gateway will provide personalised action plans to help tenants resolve their housing problems

The Gateway will initially be a Minimum Viable Product, with the potential for future expansion and development.



2023-24 COMPLETED PROJECTS

VOICE OF THE TENANT SURVEY



In 2022 the Foundation agreed to commission a regular survey of 2,000 tenants to assess their views and experiences on being a tenant in the private rented sector.

The survey is repeated at regular intervals to allow trends over time to be captured. In 2023-24, two additional waves were carried out. To date, more than 8,000 tenants have taken part in the research.

The research is being established as a key data source for the sector. By providing data on key trends, experiences and challenges faced by tenants, stakeholders are better placed to understand the changes that are needed.

Selected key findings

- 55% of all tenants said they regularly made cutbacks on household essentials such as food, heating and clothing in order to pay the rent. 45% said they were struggling to afford utility bills.
- 84% of those who moved into a private rental property in the past 12 months reported experiencing one or more challenges in securing a suitable property.
- Most tenants (73%) enjoy positive relationships with their landlord or letting agent. 76% rate the condition of their property as "good" or "acceptable".
- 50% of tenants would not know where to go next if they had a problem with their property that their landlord or letting agent was failing to address.

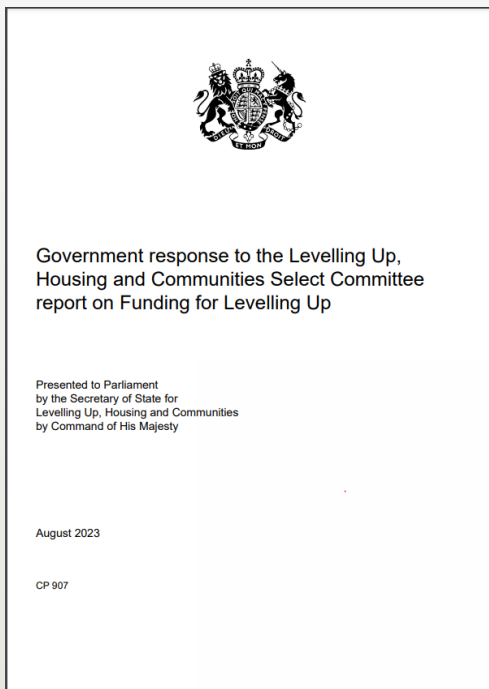
Impact

In November 2023, TDS employed the PR company Public Affairs to support dissemination of our research and data.

There was good uptake from subsequent press releases on the tenant survey, and findings were covered in the Sunday Times, BBC Money Talk, the Evening Standard, Sky Radio, LBC Radio and various

industry press outlets. A number of key stakeholders requested follow-up meetings to discuss the findings including from DLUCH, LUCH Committee, the Earl of Lytton, Bright Blue thinktank, and CIH.

The survey has also been cited in the CIH cost of living report and the Government's response to the select committee report on the now dropped Renters Reform Bill.

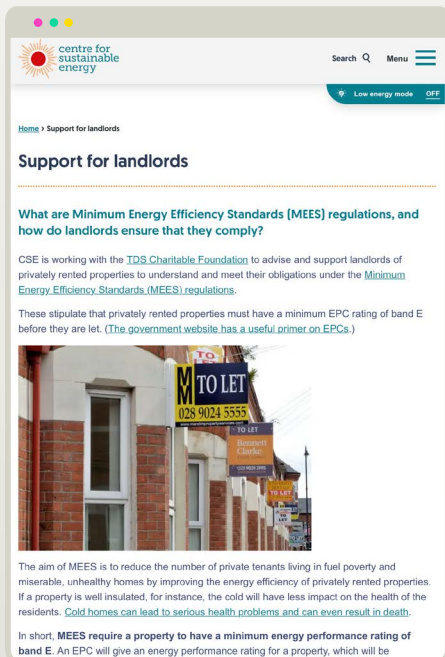


NEW PROJECTS FUNDED IN 2023-24

GUIDANCE FOR LANDLORDS ON THE MINIMUM ENERGY EFFICIENCY STANDARDS

CENTRE FOR SUSTAINABLE ENERGY

£41,460 FUNDED FROM 1 APRIL 2023 TO 31 MARCH 2024



Following the success of an earlier project carried out by the Bristol based Centre for Sustainable Energy, the Trustees agreed to provide increased funding to CSE for a larger project. This had two elements; a website and a telephone advice line. The website is aimed at landlords and provides help and assistance on meeting the minimum standards and in relation to raising the energy efficiency of their rented properties. This has been supplemented by a telephone advice line for landlords in three local authorities [supported and promoted by the local council]. The results of the first year of the project will be evaluated in the autumn of 2024 and the Trustees will decide whether to extend the project nationally.



DIGEST OF PROJECTS

A complete Digest of all of the projects which have been funded by the TDS Charitable Foundation can be found on the website at tdsfoundation.org.uk

The Digest will be updated in the autumn of 2024 to include the projects funded by the Charitable Foundation in 2023-24

SAFEDEPOSITS CHARITABLE TRUST



**SAFE
DEPOSITS**
SCOTLAND
CHARITABLE TRUST

The TDS Charitable Foundation works closely with our sister charity in Scotland. The SafeDeposits Charitable Trust has identical objectives to the TDS Charitable Foundation. It supports a range of projects in Scotland designed to help raise standards in the Scottish private rented sector mainly through education and training.

safedepositsscotlandtrust.com



SafeDeposits Charitable Trust has also published a digest of the projects it has funded since 2016:

[Giving back to Scotland's Private Rented Sector since 2016.](#)

CHANGE TO THE ARTICLES

The TDS Charitable Foundation agreed in early 2024 that it wanted to widen its objects to enable it to have a greater impact in relation to both the private rented sector and homelessness. It has submitted an

application to the Charity Commission to amend its Objects to enable it (subject to approval) to support a wider range of projects.

OTHER PROJECTS FUNDED BY TDS



Crisis

Over the last year TDS has agreed to finance year 1 of a project with Crisis to look at how greater use could be made of the private rented sector to successfully provide homes to people experiencing homelessness. Subject to the Charity Commission agreeing to amend the Articles it is hoped that years 2 to 3 of this project can be funded by the TDS Charitable Foundation.



DENS

DENS is an innovative homelessness charity working in Dacorum, where the TDS Charitable Foundation is based. The Foundation has been exploring whether there are projects in Dacorum which the Foundation could support in relation to making greater use of the private rented sector to help people experiencing homelessness and refugees.

As part of the preparatory discussions we completed an initial needs-based analysis to assess the current level of housing needs in Dacorum.

KEY FINDINGS INCLUDE:

- ✓ As in the rest of England, a rising number of people are becoming homeless in Dacorum.
- ✓ The numbers citing the end of a private tenancy as their main reason for homelessness has increased significantly in Dacorum.
- ✓ However, the private rented sector is seen as an important housing option in the Dacorum, due to a shortage of social housing.
- ✓ The high cost of rent, the need to pay a deposit and rent upfront, pass a credit check, and provide a guarantor are barriers to accessing the private rented sector in Dacorum.
- ✓ Private tenancies are threatened by rising living costs, complex needs, and a lack of knowledge about the support available in Dacorum.

REFUGEE DEPOSIT SCHEME

Both TDS and the TDS Charitable Foundation are working with the MTVH Migration Foundation, British Red Cross, City Bridge Foundation, and LandAid, to test the first national approach to interest-free deposit loans to assist refugees in London and elsewhere access the private rented sector.

The TDS Charitable Foundation is providing £40,000 over three years to help fund an education and training programme for the refugees accessing the service to help them sustain tenancies.

TDS itself are providing up to £100,000 to provide recyclable cash deposits for tenancies and other partners are also contributing additional monies into this fund.

SUMMARY OF ACCOUNTS:

UNRESTRICTED FUNDS 2024 (£)

TOTAL YEAR ENDED 31 MARCH 2023

INCOMING RESOURCES FROM GENERATED FUNDS

| | | |
|---------------------|----------------|----------------|
| DONATIONS | 228,709 | 440,325 |
| INTEREST | 6,088 | 0 |
| TOTAL INCOME | 234,797 | 440,325 |

RESOURCES EXPENDED

| | | |
|---------------------------------|------------------|-----------------|
| CHARITABLE ACTIVITIES | (123,783) | (74,005) |
| SUPPORT COSTS | (21,949) | (21,895) |
| TOTAL RESOURCES EXPENDED | (145,732) | (95,900) |
| NET MOVEMENT IN FUNDS | 89,065 | 344,425 |

RECONCILIATION OF FUNDS

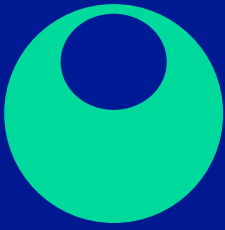
| | | |
|------------------------------------|----------------|----------------|
| TOTAL FUNDS BROUGHT FORWARD | 692,267 | 347,842 |
| TOTAL FUNDS CARRIED FORWARD | 781,332 | 692,267 |



For more information about the work of the TDS Charitable Foundation please contact the Lead Officer for the Foundation:

Dr Jennifer Harris, Head of Policy, Research and Strategy at TDS

jennifer.harris@tdsgroup.uk



TDS
**CHARITABLE
FOUNDATION**

