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STATUTORY RULES OF NORTHERN IRELAND

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**2012 No. 373**

The Tenancy Deposit Schemes  
Regulations (Northern Ireland) 2012

PART 2

Appointment of Scheme Administrator

**Approval of a tenancy deposit scheme**

5. The Department shall not approve a tenancy deposit scheme where:—
- (a) the scheme is not of a description prescribed in Part 3 (description of schemes);
  - (b) the scheme administrator and the scheme do not satisfy the requirements of Part 4 (financing and accountability requirements);
  - (c) the scheme administrator does not satisfy the requirements of Part 6 (dispute resolution);
  - (d) the scheme does not include a customer service facility which is available to users of tenancy deposit schemes for the purposes of, in particular:—
    - (i) handling enquiries in relation to the tenancy deposit scheme whether made by telephone, letter, or electronic means; and
    - (ii) dealing with complaints about the tenancy deposit scheme, including complaints about the service provided by the scheme administrator;
  - (e) the tenancy deposit scheme is not available to all landlords, including those living outside of the Northern Ireland jurisdiction but operating in Northern Ireland, and their tenants.