
SCOTTISH STATUTORY INSTRUMENTS

2011 No. 176

The Tenancy Deposit Schemes (Scotland) Regulations 2011

PART 6

Dispute resolution

Dispute resolution mechanism

34.—(1) The dispute resolution mechanism must be provided free of charge to the landlord and to the tenant.

(2) Adjudicators must be, and appear to be, independent of the landlord and the tenant.

(3) Both the landlord and the tenant must be permitted to request that the scheme administrator refer a dispute to the dispute resolution mechanism.

(4) Use of the dispute resolution mechanism must not be compulsory, but the tenancy deposit scheme must require a landlord who has submitted a deposit to it to use the dispute resolution mechanism in any case where the tenant requests a referral.