



PRS Tenancy Mediation Service

Mediation Instruction Form

Mediation Instruction Form

We'd love to help you reach an agreement with your tenant(s) about any issues that have occurred during your tenancy. To help us do that, we'll need the following information from you:

Tell us about you

| | | | |
|------------------------------|---------|--------------------------|------------------------------------|
| Your name | | | |
| Your policy reference number | | | |
| Your address | | | |
| Your email address | | | |
| Your phone number | | | |
| Best time to contact you | Morning | <input type="checkbox"/> | Afternoon <input type="checkbox"/> |

Tell us about your tenant(s) and any guarantor(s)

| | tenant(s) | any guarantor(s) |
|---------------------|-----------|------------------|
| Their name | | |
| Their email address | | |
| Their phone number | | |

Tell us about the tenancy

| | |
|---|--|
| The rented property address | |
| Start date of tenancy | |
| Contractual end date of the tenancy | |
| Is it currently Statutory Periodic Tenancy (STP)? | |
| What is the monthly rent? | |

Tell us about the current situation

| | |
|---|--|
| The tenant(s) is in rent arrears <input type="checkbox"/> | I want to end the tenancy early <input type="checkbox"/> |
| Please give us more details about the arrears and include or attach a table of rent payments due and received | |
| <div style="border: 1px solid black; height: 150px;"></div> | |

Let's see if we can come to an agreement with the tenant(s)

| | | |
|--|------------------------------|-----------------------------|
| Would you be willing to discuss the terms of a payment plan to allow the tenant to repay the arrears? | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| If yes, please tell us what kind of arrangement you feel is reasonable. Please include details of how often payments should be made by the tenant(s) | | |
| <div style="border: 1px solid black; height: 150px;"></div> | | |

How did you hear about us?

| | |
|--|---|
| <input type="checkbox"/> Blog or publication | <input type="checkbox"/> Recommended by friend or colleague |
| <input type="checkbox"/> Email | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Internet search (E.g. Google) | <input type="checkbox"/> Landlord action |
| <input type="checkbox"/> LinkedIn | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Press coverage | <input type="checkbox"/> Other |

If there is anything else you think we should know, please tell us here

One last step: please email your completed form to mediation@theprs.co.uk and one of our resolution specialists will be in touch shortly.