

Eviction Guidelines for TSM Clients and FAQ's

(Updated 2/11/25)

What do I need these days to get a demand filed?

***Demand/Notice**

Confirm you have all the information completed before submitting.

***Statement that the Statutory Mediation Advisement was served**

If it's not included in the Return of Service section, a separate Return of Service page for this is required.

***Mediation Advisement / Government Assistance Affidavit form**

Tenant's full address, including unit number, city, state and zip code, needs to be listed in # 1 and a box in # 3 needs to be checked. It needs to be signed and dated. Sign and date this form around the expiration of the demand or right before it's sent to the Firm to file. This does not have to be the same date the demand was served.

***CARES affidavit**

We will notify you if we don't have one on file or if we need a newer one. It's required to file all non payment demands and it's required for ALL demands/notices in El Paso and Jefferson County.

***Statement that the Denver Tenant Rights and Resource packet was served**

(Denver County Properties ONLY) If it's not included in the Return of Service section, a separate Return of Service page for this is required This must be served at the same time as the demand/notice.

When do I send TSM my demands to be filed?

Demands do not have to be sent to the Firm by a specific deadline anymore. Once they are expired and you're ready to file you can submit them to the Firm.

Where do I send my demands for filing?

Non payment demands can be submitted to the Firm through the TSM Website or through the client portal. Only submit the non payment demands you are ready to file on. We do not hold them.

Non Monetary demands/notices can be submitted to the TSM Situations Department through the client portal or situations@tsm.law.

Turnaround Time

The Eviction Process Team reviews demands generally in about 2 to 4 business days after receipt. We respectfully request that you wait until the 5 business days after you emailed your demand to follow up.

What could cause delays in getting my demands processed?

*Not submitting non payment demands through the TSM Website or Portal.

- *Sending demands that are not expired. What does that mean? It means the time frame of the demand is still within the cure period. The date of service does not count towards that time frame and (2) service attempts are required if you don't get personal service the first time.
- *Following up about the status of your demands if it hasn't been 5 business days since you sent them.
- *Sending demands that are not completed or missing required documents.
- *Sending documents we didn't request. What does this mean? If staff asks you for a subsequent document for tenant X, don't also send me documents for tenants W, Z and Y.
- *Not replying directly to the email thread the staff sends you.

I received an email that states my demands were processed, now what?

This means your demands are in line to be filed with the Court. Demands are filed on a first come first serve basis. If a court date fills up, your case will be filed for the next available court date. You can check the client portal or wait for the filing report to see the court date.

I need to cancel my demand but it's not on the client portal yet. What should I do?

There can be a gap in the time your demand is processed and when it's filed with court. If the case is not on your portal, respond back to the ticket number email thread with the information of which demand(s) you need to cancel OR email office@tsm.law and include the ticket number in your subject line.

Updating your case AFTER it's filed aka on your client portal

If the case has been filed, then the best way to update us is through the client portal. If you're unable to use the portal, email the report or update to office@tsm.law.

I received the filing report and it says I need to upload relevant documents, what is that?

At a minimum the lease, ledger, the most recent demand, work orders and repair logs. Additional supporting documents may be required depending on the type of case.

I already provided documents, do I need to upload them again?

Yes, the documents are not part of the case when filed. Even if you provided them to the Firm previously you will need to upload them again after the case is filed.

Where is the barcode on the filing report?

Between the Address and County sections. It's a barcode number.

Today was my tenants court date, why haven't I heard from anyone with my results?

Court results will be provided once entered into the case. It can take anywhere from 3 to 15 days for this to happen. If you don't see a result in the case on the portal it's because it hasn't entered yet.

What does it mean when my tenant signs a stipulation agreement?

In general, when the tenant signs our standard stipulation agreement there is a date listed that the sheriff can not do the physical eviction prior to. The tenant has through that date to either

move out or pay in full, if it's a non payment case. If they pay the full amount on or before that date it must be accepted. This is still a shorter time frame than if they file an answer. Remember tenants can pay in full until judgment enters** so if they file an answer they have a longer time frame to pay then if they sign the stipulation agreement.

***Adams County Only: Tenants can pay in full up until the Sheriff's department comes out.*

What do the options on the results report mean?

*Sheriff: Send the writ of restitution to the Sheriff's office.

*Writ Hold: Hold on the writ of restitution - I don't know if I need the Sheriff's physical Eviction yet.

*Paid in Full: The tenant has paid in full and has a zero balance.

*Partial Payment: The tenant paid you some money but they still owe money.

*Move Date: Means your tenant moved out and the date is for the date they moved out and you took possession.

How do I communicate how I want to proceed after getting court results?

The best way to do this is to use the client portal. You can update your case in the client portal or email the report with your selection circled (not highlighted) to office@tsm.law.

Standard Eviction Process from start to finish:

-Demands submitted to the Firm through the TSM Website or client portal.

-The Process Team will review and respond via email to the client within 2 to 4 business days after receipt.

-If everything is correct on the demand when received OR once everything needed to file is received, an email is sent to the client that demands were processed/in line for next available court date.

-Cases will reflect on the client portal in real time when there is a court date available.

-Filing Report is emailed to client - Filing report shows the tenant name, address, court date and barcode number. Relevant documents should be uploaded to the case now.

-Result report is emailed once results are entered from the Court. Results can take 3 to 15 days and may not enter all at the same time. Results appear on the client portal in real time. If there is no result listed, it's not available yet.

-Once court results are available the client should update TSM on how they want to proceed on the cases by either:

1) updating the cases through the client portal (preferred) or

2) circling the action on the report and emailing it to office@tsm.law

-If requested that the writ is sent to the sheriff's office. A report will be emailed to the client after it's gone to the Sheriff's office. This will also reflect in real time on the client portal. If there's not a date regarding the writ to sheriff field it has not been sent.

-Once the case is closed on our end, it will not reflect as an active case on the portal but you can still access the information under all cases.

