

Tenancy Deposit Protection... Tenant Guide

What is tenancy deposit protection?

By law, when you pay a deposit, your landlord or agent must protect it using a government authorised tenancy deposit provider.

The government wants to make sure your tenancy deposit is protected so that:

1. You get all or part of your deposit back when you are entitled to it.
2. Any disputes between you and your landlord or agent will be easier to resolve.



Moving in

At the beginning of a new tenancy, pay your deposit to your landlord or agent as usual. Within 30 days, the landlord or agent is required to give you details about how your deposit is protected, including:

- The contact details of the tenancy deposit provider.
- The contact details of the landlord or agent.
- How to apply for the release of the deposit.
- Information explaining the purpose of the deposit.

Safeguarding your deposit

You have a responsibility to return the property in the same condition that it was let to you, allowing for fair wear and tear. When you move into the property, an inventory detailing the contents and the condition of the property will be given to you. Photographs of the property will also be taken and you will be asked to sign them at the time you move in.

You will also receive a copy of the Northwood Glossary on Fair Wear and Tear detailing your obligations.

Resolving disputes

When you move out, if you and your landlord or agent can't agree how much of your deposit should be returned, there will be a free service available through the provider that protects your deposit that will help resolve your dispute. Check with the information that you received at the beginning of your tenancy for details.

If your deposit was not protected

You can take legal action against your landlord or agent if they fail to protect your deposit within 30 days of you paying it. A court can order that the deposit is either protected or repaid to you. They may also fine the landlord or agent up to three times the amount of your deposit.

Moving out

At the end of the tenancy, check whether you are leaving the property and its contents in the condition in which it was let to you – allowing for fair wear and tear – and check that you have paid your rent and any other expenses. Then agree with your landlord or agent, within 10 days of the end of the tenancy, how much of the deposit should be returned to you. Once this is agreed, your deposit will be returned to you in accordance with the guidelines set out by the provider that protects your deposit.