



## Deposit protection: an overview for tenants

If you're a tenant and you've paid a deposit to your landlord or letting agent, you may be wondering what happens to it. We're authorised by the government to protect deposits for tenancies in England and Wales and are the **biggest provider of deposit protection in the UK**. We've been providing a **simple, hassle-free service** for over 10 years, and in that time we've looked after around **6 million deposits**, so you can rely on us to keep your deposit safe.

**As the home of deposit protection, we've got it covered.**

There are two ways your deposit can be protected. The most popular is our Custodial scheme.

### Custodial



Most landlords and letting agents use our free Custodial scheme. Once you've given your deposit to your landlord or letting agent, they give it to us and **we keep it safe for the duration of your tenancy**. When you move out, you and your landlord or letting agent agree how the deposit is to be repaid and we repay it as instructed.

To get the most from your Custodial account, we strongly advise you to activate your online account.

### Why should I activate my online account?

Activating your Custodial online account means you can:

- ▶ Check your deposit
- ▶ View important documents like your certificate of deposit protection, the inventory, and the gas safety certificate\*
- ▶ Start the repayment process at the end of the tenancy

We'll send you an activation email when your landlord or letting agent adds you to the tenancy on our system. Please keep an eye out for it.

### Contact us

If you have a question, [depositprotection.com](https://www.depositprotection.com) should always be your first port of call. However, if you can't find the answers you need, use our [online contact form](#) or call us on **0330 303 0030**.

\*you'll be able to see any documents your landlord has uploaded



## Insured



The other way to protect a deposit is in our Insured scheme.

Our Insured scheme is a little different – **your landlord or letting agent will keep your deposit** for the duration of the tenancy, and pay us a small fee to protect it. They'll be responsible for returning your deposit to you at the end of your tenancy - but **don't worry, your deposit is protected for the duration of the tenancy**. If you and your landlord or letting agent can't agree how the deposit should be repaid at the end of the tenancy, you just need to let us know.

## How long does my landlord or letting agent have to protect my deposit?

You pay the landlord the deposit. Your landlord then has **30 calendar days** to protect it with a scheme like ours, **and** provide you with the Prescribed Information. (See the Prescribed Information section near the bottom of this page).

## My landlord or letting agent has protected my deposit with you. What happens next?

**If your landlord or letting agent protects your deposit in our Custodial scheme, we'll create an individual account for you and any other tenants in the tenancy.** You'll be able to use your account to review your deposit and tenancy details, and quickly ask for it to be returned at the end of the tenancy. It's vital to make sure you've provided your landlord or letting agent with your correct email address and mobile number so we can tell you when your account is ready to be activated.

**If your landlord or letting agent uses our Insured scheme,** we'll send you a deposit ID and a certificate of deposit protection to confirm your deposit is protected with us.

To complete the deposit protection process, **your landlord or letting agent must also give you Prescribed Information.** This is a very important part of the process. The penalty for not providing the Prescribed Information can be the same as for not protecting the deposit.

## What happens when I move out?

At the end of your tenancy, we'll repay the deposit as instructed. In the vast majority of cases, tenants, landlords and letting agents agree how it should be repaid. However, very occasionally there's a dispute over how the money should be returned. In which case, we offer a free dispute resolution service to help everyone get a fair, impartial outcome.

Learn more at [depositprotection.com/disputes](https://depositprotection.com/disputes)

## What is Prescribed Information?

Prescribed Information is a specific set of information relating to a tenancy, which your landlord or letting agent is legally obliged to provide to you. They must do this within 30 calendar days of receiving your deposit. It must include:

- ▶ The amount of the deposit
- ▶ The address of the property
- ▶ The name, address and contact details of the administrator of the tenancy deposit scheme with which the deposit is held
- ▶ The name, address and contact details of the landlord or letting agent, tenants and any third parties who have contributed to the deposit

## Our tips for a successful, stress-free tenancy

### Make sure you meet the obligations in your tenancy agreement



Your tenancy agreement is really important. Make sure you meet the obligations it lays down, or you could end up losing money!

The tenancy agreement also regulates what your landlord is allowed to do. If they want to put your rent up, or end your tenancy, make sure you check your tenancy agreement.

### Communication, communication, communication



Get in the habit of communicating with your landlord or letting agent early in the tenancy, and bring up any problems as soon as they arise. Everything you discuss should always be confirmed in writing.

### Visit [depositprotection.com](https://depositprotection.com)



Want to have the best chance of keeping your deposit? Our site is a great resource where you can find:

- ▶ more about the deposit protection process
- ▶ tips on how to spot fraud
- ▶ explanations of what different terms mean
- ▶ advice on how to get your deposit back in full