

my
deposits

FOR TENANTS

Government authorised deposit protection



INFORMATION FOR TENANTS

A Tenants' Guide to Moving Out

Move out of your property with ease with this in-depth guide.

A TENANTS' GUIDE TO MOVING OUT

This guide is for tenants moving out of their rented property, whether this is your first or third time there are some key facts to know to make sure everything goes smoothly.

Moving out day

- Make sure you leave the property in the same condition that you received it in. Look back over the written tenancy agreement, check in report and any photos you took at the start of your tenancy to ensure that the condition is the same. Cleaning and tidying the property is therefore a must and this includes any appliances. If your property has a garden then this should also be maintained at the end of tenancy.
 - Any repairs to the property should be in writing so that you have evidence of them being completed, or not, throughout your stay minimising possible deductions from your deposit.
 - Take time stamped photos of the condition of the property at the end of the tenancy.
 - Much like when moving into a property, when moving out a check out report should be conducted by your landlord/agent or an independent contractor. This check out report documents the state of the property at the end of your tenancy and is often compared to the check in report to see if you have adhered to all conditions of the tenancy agreement and maintained the condition of the property.
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- Remember at the end of the tenancy is the return of any keys for the property. If you fail to return these then the landlord/agent may deduct from your deposit to cover the cost of replacing locks.

Getting back your deposit

Getting back your deposit is simple. How the money is returned to you will depend on how your landlord/agent chose to protect your deposit, either with an insurance or custodial based deposit protection scheme. Check your Prescribed Information documents or ask your landlord/agent. Here's how your deposit will be returned:

Insurance Scheme

Landlord/
agent holds
the deposit

Firstly request deposit back from your landlord/agent in writing
(templates available on the mydeposits website)

Give the landlord/agent 10 days to respond

Discuss any deductions with the landlord/agent

Your landlord/agent should return the money directly to you

Custodial Scheme

mydeposits
holds the
deposit

Deposit return can be activated by either you, or the landlord/agent

Both you and the landlord/agent must authorise the return
and agree on the amount and any deductions

mydeposits will release the deposit within 5 working days

What if we can't agree on deductions?

Raising a dispute

- In the unlikely event you cannot agree over the deposit amount being returned then you can raise a dispute with mydeposits*.
- In total only 1% of deposit protections end in dispute. However if you don't agree with the deductions that your landlord/agent wants to make then mydeposits offers a free impartial dispute resolution service, also known as an alternative dispute resolution (ADR).
- The dispute resolution service is evidence based and uses professional, unbiased adjudicators.
- We offer an online service so you can manage everything, including uploading evidence, quickly and easily.
- You may wish to provide evidence to support your reasons, it may comprise of:
 - ① time stamped photos at the start and end of the tenancy
 - ② the tenancy agreement
 - ③ request for deposit return (in writing)
 - ④ check in/out reports
- You or your landlord/agent can choose to use the Court instead of mydeposits alternative dispute resolution service.

In total only
1% of deposit
protections
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*NOTE:

A deposit dispute must be raised within 3 months of the date you move out of the property.

Starting a dispute

The ADR service is a simple 5 stage process.

- 1 You must give notice of a dispute with mydeposits within 3 months of vacating the property, this includes providing all evidence.



- 2 The dispute is then assessed by mydeposits.

- 3 The landlord/agent provides counter claim with evidence to support their proposed deductions.



- 4 The case is then passed to an adjudicator who then makes a binding decision.

- 5 The deposit is distributed dependent on the adjudicators decision.

A decision should be reached within 28 days and both parties notified within 10 days of adjudicators decision.



*NOTE:

If you are sharing the property it is the tenant who submits the dispute who will be sent all correspondence.

Moving out checklist

Completed

- | | | |
|---|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 1 | Look over tenancy agreement, check in report and photos from the start of your tenancy | <input checked="" type="checkbox"/> |
| 2 | Clean and tidy property in accordance with the previous documentation (including appliances and garden) | <input type="checkbox"/> |
| 3 | Take time stamped photos of the property before leaving | <input type="checkbox"/> |
| 4 | Received check out report | <input type="checkbox"/> |
| 5 | Sign check out report | <input type="checkbox"/> |
| 6 | Return keys | <input type="checkbox"/> |
| 7 | Request return of deposit to your landlord/agent (if insurance scheme)
OR through mydeposits (if custodial scheme) | <input type="checkbox"/> |

Glossary of key terms

Adjudicator

The qualified person appointed by the scheme to make a decision through the alternative dispute resolution (ADR) service.

Agent

A letting or managing agent acting on behalf and with the authority of landlord clients to take and protect any deposits from the property.

Assured Shorthold Tenancy (AST)

The most common tenancy agreement in England and Wales.

Alternative Dispute Resolution (ADR)

An impartial and binding service offered by us to our members and their tenants as an alternative to court for resolving deposit disputes.

Custodial Scheme

The landlord/agent transfers the deposit to mydeposits to hold.

Deposit

A sum of money requested by a landlord/agent (usually around six weeks rent) held to cover any dilapidations or rent arrears at the end of the tenancy.

Deposit Dispute

When the division of the deposit is being disputed with the scheme.

Deposit Protection Certificate

A certificate produced by mydeposits that confirms your deposit is protected (you will be informed if your landlord/agent has used the insurance or custodial scheme).

Insurance Scheme

The landlord/agent keeps hold of your deposit while paying an insurance fee to protect your money.

Joint Tenancy Agreement

When more than one tenant is part of an AST therefore all tenants are jointly responsible for the terms of the tenancy agreement.

Landlord

An individual(s) who owns and lets out residential property.

Prescribed Information

Information that a landlord is required, by law, to provide to tenants regarding deposit protection. With mydeposits this includes a Deposit Protection Certificate and Information for Tenants leaflet.

Tenant

A person who lets a property and pays rent to a landlord/agent under an AST agreement.



For more information please visit our website for a wide range of guides and support.
www.mydeposits.co.uk



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Should you have any further questions regarding moving into your property and deposit protection please contact mydeposits or visit the website for more information.

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