



A tenant's guide to the Insured scheme



01 The importance of protecting your deposit

Since April 2007, all assured shorthold tenancy deposits received by landlords and letting agents must be protected by a Government-authorized tenancy deposit protection scheme.

Your landlord/letting agent has protected your deposit with our Insured scheme. This means that your landlord/letting agent will retain the deposit, but they have paid a protection fee to protect the deposit through our scheme. Your landlord/letting agent will be responsible for returning your deposit to you at the end of your tenancy.

02 How does the Insured scheme work?

You pay your deposit to your landlord/letting agent.



Your landlord/letting agent must register your deposit within 30 days.



Your landlord/letting agent will also provide us with your contact details.



We will send you a Deposit Protection Confirmation, detailing your Deposit ID. You will need this information whenever you make an enquiry.

03 Online access to your deposit

It's easy to access your deposit details via our website. You just need your Deposit ID handy.

Once you have accessed your deposit, you can:

- ▶ View the details of your deposit
- ▶ Access information on our processes

04 How do I update my details?

Throughout your tenancy you can keep your contact details up to date by contacting us to confirm if any details have changed. This is especially important if your phone number or email address changes.

When you move out, please provide us with your new postal address. It is important that you update your account with this address as your landlord/agent cannot do it for you.

 <p>ONLINE At www.depositprotection.com and entering your Deposit ID and surname</p>	 <p>IN WRITING The Deposit Protection Service The Pavilions, Bridgwater Road Bristol BS99 6AA</p>
 <p>ONLINE FORM Connect to our Virtual Customer Service Agent or access our FAQs www.depositprotection.com/help</p>	 <p>BY PHONE Call 0330 303 0030 Lines open Monday - Friday, 8:30am - 5:30pm</p>

05 What happens when I move out?

- At the end of your tenancy, you and your landlord/letting agent need to agree how your deposit will be repaid.
- If you reach an agreement, your landlord/letting agent will pay back the agreed amount of your deposit and contact us to confirm the deposit has been repaid.
- If you can't reach an agreement, you will need to notify us of a dispute.

06 What happens if we can't agree on how the deposit is repaid?

If you can't agree on how your deposit should be repaid, you can use our independent Alternative Dispute Resolution (ADR) service to resolve the dispute. It's free to use and avoids the need for court action.

Once you and your landlord/letting agent have agreed to use this service, we'll ask you to send us any evidence you would like our independent, legally trained adjudicators to consider.

Need more information?

Please visit www.depositprotection.com for more information on the Insured scheme.

