

Deposit Recovery Pack

As you approach the end of your tenancy you might be eager to pack your bags, go back home, go on holiday or move onto the next place; but don't forget about that deposit you paid at the start of your tenancy.

Your landlord/ lady has a responsibility to protect your deposit in one of the following schemes:

- ♦ The Deposit Protection Service
<http://www.depositprotection.com/>
- ♦ My Deposits
<http://www.mydeposits.co.uk/>
- ♦ TDS
<http://www.tds.gb.com/>

Landlords/ ladies are free to choose which one they want to use and from a tenant's point of view they all offer the same protection. There are two types of schemes:

A **Custodial Deposit Protection Scheme** takes the money from the landlord/ lady and holds it throughout the tenancy.

A **Insured Deposit Protection Scheme** allows the landlords/ ladies to keep hold of the money throughout the tenancy. The money is only handed over to the scheme if there is a dispute.

Your deposit will be securely held up to three months after the end of your tenancy. Should you have any disputes over deductions you can utilise the dispute resolution service within your scheme who will arbitrate independently on any disputes.

However after the three months have elapsed your deposit will no longer be protected and you may find it more difficult to get it back from the landlord/ lady or to dispute unfair charges, so make sure you take steps to contact your landlord/ lady about this once your tenancy has ended.

How to Get Your Deposit Back in Full!

Your landlord/ lady can only use your deposit to claim against unpaid rent, this includes utilities when they are part of the rent charge (a bills inclusive contract), or to make good any damages to the property caused by you and/ or your housemates.

You only need to leave the property in the same condition it was in when your tenancy started. If you are in a joint tenancy this means the start date on the tenancy not the date you moved in, so be aware if you are moving in later than the rest of your household.

In any future tenancies, it is good practice for you to make your own inventory and take pictures of any faults, untidiness or discrepancies and send these to your landlord/ lady as a record.

It is also good practice to check your tenancy agreement as you may be responsible for certain items that you were unaware of, for instance:

- Light bulbs
- Fuses
- Batteries in smoke alarms
- Gardening
- External window cleaning

Cleaning List

There are certain things that are easy to forget when you are leaving a property that your landlord/ lady might charge you for.

You might have cleaned the whole property but forgotten about the oven for example, and the landlord/ lady can then charge professional cleaning costs for relatively small jobs.

Here are a few things to remember:

- Clean the oven (both inside and out).
- Defrost the fridge and freezer.
- Dust and clean the skirting boards.
- Remove any blu-tack and clean any marks from the walls.
- Dust and clean the top of the kitchen cupboards (and the insides too!)
- Empty all your bins and leave out for collection.
- Leave the exterior of the property tidy and do not fly tip!
- Thoroughly clean the bathroom and remove any mould or mildew.

Donate Your Unwanted Items

You can donate unwanted items via the Manchester Student Partnership scheme [Give It Don't Bin It](https://www.giveitdontbin.it); there may be a collection bank located near you. Visit www.giveitdontbin.it/co.uk/off-campus/ for more information.

If you have unwanted furniture these can be donated to the [British Heart Foundation](https://www.britishheart.org/).



Utility Bills

You should remember to take meter readings for your gas, electricity and possibly water and provide these to your suppliers, close the accounts and supply a forwarding address.

You should close down any other relevant accounts eg broadband and inform your council you will be leaving at the end of your tenancy.

Problems and Issues

If you are having problems with getting your deposit back from your landlord/ lady you should raise a dispute with your deposit protection scheme. Once a dispute has been raised the amount in dispute is kept in the scheme, the remaining amount is returned to you, and the arbitration process will commence and the claims investigated. If your landlord/ lady is accredited with Manchester Student Homes you contact us for assistance—if you are unsure just give us a call on the number below.

If you believe your deposit is unprotected you should first write to your landlord/ lady to request details of the protection and check with the relevant schemes to see if it has been protected. If you find your landlord/ lady has failed to protect it you can take action through the courts.

More information about claiming back unprotected deposits please contact us by email or telephone, or alternatively you can visit the link below:

[https://england.shelter.org.uk/housing_advice/tenancy_deposits/
check_your_tenancy_deposit_is_protected](https://england.shelter.org.uk/housing_advice/tenancy_deposits/check_your_tenancy_deposit_is_protected)