

mydeposits

A tenant's guide to moving out

MOVE OUT OF YOUR PROPERTY WITH EASE BY FOLLOWING THE ADVICE IN THIS IN-DEPTH GUIDE



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 make sure 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. Read Total Landlord's [guide to garden maintenance](#) for landlords and tenants for more guidance
- 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
- Remember at the end of the tenancy to return any keys for the property. If you fail to return these then the landlord/agent may propose a settlement 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 or agent in writing (templates available on the mydeposits website)

Give the landlord or agent 10 days to respond

Discuss any deductions with the landlord or agent

Your landlord or 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 or agent

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

mydeposits will release the deposit within five working days

What if we can't agree on a settlement?

Raising a dispute

- In the unlikely event you can't agree over the deposit amount being returned then you can raise a resolution case with mydeposits*
- In total only one per cent of deposit protections end in resolution. However if you don't agree with the settlement proposed by your landlord or agent then mydeposits offers a free impartial resolution service
- The 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 resolution service. What if we can't agree on deductions?

In total only
1% of deposit
protections end
in resolution

NOTE: A resolution case must be raised within three months of the date you move out of the property.

Starting a dispute

The resolution service is a simple five stage process.

1. You must give notice of a resolution case with mydeposits within three months of vacating the property, this includes providing all evidence
2. The case is then assessed by mydeposits
3. The landlord/agent provides counter claim with evidence to support their proposed settlement
4. The case is then passed to an adjudicator who then makes a binding decision
5. The deposit is distributed dependent on the adjudicator's decision. A decision should be reached within 28 days and both parties notified within 10 days of the adjudicator's 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 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 or 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 resolution 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.

Resolution service

An impartial and binding service offered by us to our members and their tenants as an alternative to court for negotiation a resolution.

Custodial scheme

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

Deposit

A sum of money requested by a landlord/ agent (no more than five weeks' rent if the rent is under £50,000 a year) held to cover any dilapidations or rent arrears at the end of the tenancy.

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.



mydeposits

Limelight, 1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH



Tenancy Deposit Solutions Limited, trading as mydeposits.
Registered office: 7th Floor Corn Exchange, 55 Mark Lane, London EC3R 7NE.
Registered in England No: 05861648. VAT No: 893 9729 49