

## Prescribed Information Certificate

Your landlord or agent must provide you with key information about your deposit's protection, called the Prescribed Information. This certificate has been created to help your landlord or letting agent comply with their legal tenancy deposit protection obligations.

We recommend you read this certificate along with the mydeposits Information for Tenants leaflet, so you fully understand how deposit protection works.

- a. The contact details of the scheme administrator of the authorised tenancy deposit scheme applying to the deposit

mydeposits is administered by HFIS Limited, trading as Hamilton Fraser (the Scheme Administrator).

mydeposits, 1st Floor, Premiere House, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH.

Tel 0333 321 9401 • [info@mydeposits.co.uk](mailto:info@mydeposits.co.uk) • Fax 0845 634 3403

- b. Any information contained in a leaflet supplied by the scheme administrator to the landlord which explains the operation of the provisions contained in sections 212 to 215 of, and Schedule 10 to, the Act.
- c. The procedures that apply under the scheme by which an amount in respect of a deposit may be paid or repaid to the tenant at the end of the shorthold tenancy ("the tenancy").
- d. The procedures that apply under the scheme where either the landlord or the tenant is not contactable at the end of the tenancy.
- e. The procedures that apply under the scheme where the landlord and the tenant dispute the amount to be paid or repaid to the tenant in respect of the deposit.
- f. The facilities available under the scheme for enabling a dispute relating to the deposit to be resolved without recourse to litigation.

### Is your deposit protected?

You can check the tenant section of our website to find out if your deposit is protected.

(i)	Amount of deposit paid	£ 1153.00
(ii)	The address of the property to which the tenancy relates	19 Westgate Street, Long Melford, Sudbury, England, CO10 9DS
(iii)	Contact details of landlord (or the agent acting on their behalf)	
	Landlord/Agent name	David Burr Lettings
	Landlord/Agent address	Walnut Tree House Hall Street, Long Melford, Sudbury Suffolk, England, CO10 9JG, United Kingdom
	Landlord/Agent telephone number	01787888694
	Landlord/Agent email address	rachel@davidburr.co.uk
	Landlord/Agent fax number	

(iv)	The name, address, telephone number, and any email address or fax number of the tenant, including such details that should be used by the landlord or scheme administrator for the purpose of contacting the tenant at the end of the tenancy;	
	Tenant name	Rupert Thomas
	Tenant address	
	Tenant telephone number	+447740706315
	Tenant email address	rupert@pebmarsh.com
	Tenant fax number	

- (vi) The circumstances when all or part of the deposit may be retained by the landlord, by reference to the terms of the tenancy;  
These are the circumstances in which all or part of the tenancy deposit may be retained at the end of the tenancy, with reference to the relevant clause(s) in the Tenancy Agreement:

(vii) Confirmation (in the form of a certificate signed by the landlord) that

(aa) The information he provides under this sub-paragraph is accurate to the best of his knowledge and belief; and

(bb) He has given the tenant the opportunity to sign any document containing the information provided by the landlord under this article by way of confirmation that the information is accurate to the best of his knowledge and belief.

I/We (being the landlord) certify that –

(i) The information provided is accurate to the best of my/our knowledge and belief

(ii) I/We have given the tenant(s) the opportunity to sign this document by way of confirmation that the information is accurate to the best of the tenant(s) knowledge and belief

Landlord: \_\_\_\_\_

Signature: \_\_\_\_\_

Landlord/Agent: \_\_\_\_\_

Signature: \_\_\_\_\_

Tenant: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Please note, this certificate is provided by mydeposits to assist the landlord/agent to serve the Prescribed Information. mydeposits accepts no liability for its contents. It is the landlord/agent's responsibility to ensure it is completed accurately, served on the tenant(s) within 30 days of receipt of the deposit and that the tenant(s) have an opportunity to check and sign this document.

**This certificate does not need to be returned to mydeposits but please keep it safe as you may need to refer to it as evidence in the event of deposit dispute.**



Department for Levelling Up,  
Housing & Communities

# Information for tenants leaflet - Custodial

## A Tenant's Guide to mydeposits



Since the 6th April 2007 all landlords who take a deposit from their tenant in England and Wales on an Assured Shorthold Tenancy (AST) agreement must comply with the tenancy deposit protection legislation by:

**1**

Protecting the deposit with a government-authorised tenancy deposit protection scheme within 30 days of receiving it from the tenant and,

**2**

Providing the tenant with proof of the deposit protection (known as the Prescribed Information) within the same 30 day timeframe.

The legislation has been designed to protect your deposit and ensure that if entitled, you get it back.

**Note: In this leaflet where it says landlord it will also mean agent if the agent has taken and protected the deposit. In Wales a tenancy is now named an 'Occupation contract'.**

## Penalties for landlords who fail to comply

You can take your landlord to court if they fail to comply with the legislation. They may face the following penalties:

- » Be required to return the deposit to you or lodge the full deposit with a custodial scheme within 14 days.
- » Be fined between one and three times the deposit amount.
- » Be unable to serve a section 21 notice to regain possession of their property

## About mydeposits Custodial

mydeposits provides a Custodial tenancy deposit protection scheme. Landlords can join the scheme and lodge your deposit for it to be protected. Both parties can then communicate with the scheme at the end of the tenancy to arrange for it to be released. We offer a free and impartial resolution management service if you cannot agree how much of the deposit is to be returned to you.



Your landlord protects the deposit with us



**Landlord**

Your landlord is provided with the prescribed information certificate



**Tenant**

A signed copy of the certificate, along with this leaflet is given to you as proof of protection



## What is the Prescribed Information?

By law, your landlord must provide you with key information about your deposit, how it is protected with an authorised scheme and what to do if you have a disagreement about the return of the deposit at the end of your tenancy. Your landlord must provide you with a document which provides the key information. This Prescribed Information document must be signed by your landlord and you should check that the information is correct. This Information for Tenants leaflet also forms part of the Prescribed Information and explains how our scheme works.

## End of the tenancy - How to get your deposit back

At the end of the tenancy either you or your landlord can request the deposit to be released using the online portal. Both you and your landlord should negotiate the return of the deposit less any settlements that are agreed between you using the negotiation portal.

Once we have received agreement from both parties the scheme has five working days to release your money. If either party is uncontactable at the end of the tenancy and fails to respond to a release request within 14 days of it being sent, the other party can release the deposit using the 'single release process' on the portal. More information about releasing deposits can be found on our website at [www.mydeposits.co.uk/](http://www.mydeposits.co.uk/)



## Disagreements over settlement requests

If you have a disagreement over the return of the deposit or about proposed settlements by your landlord, you can negotiate this with your landlord by proposing an alternative settlement and can include supporting evidence. However, if an agreement cannot be reached either party can escalate the release request to our Resolution Team and we will release any deposit money that is not associated with a settlement request. Either way, you must respond to the release request within 14 days or your landlord can release their proportion of the deposit using the 'single release process'. More information about releasing deposits can be found on our website at [www.mydeposits.co.uk/](http://www.mydeposits.co.uk/)

## Escalating release requests

If you need to escalate a release request with the scheme over proposed settlements you can do this during the negotiation stage of a release request. The scheme cannot deal with disagreements between you and your landlord during the duration of the tenancy. The mydeposits Resolution Management service is designed to resolve your deposit disagreements without having to go to court by offering complimentary alternative dispute resolution services. You and your landlord must both agree to its use and agree to abide with any decision made by the scheme. Our Resolution Management service is evidence based and requires you and your landlord to provide evidence to justify your position. The scheme will not require you to attend a meeting or to discuss your case in person. An impartial adjudicator will review the evidence provided and make a binding decision. The scheme will then distribute the deposit money in accordance with the decision. More information on raising disputes, escalating release requests and the type of evidence that adjudicators require can be found on our website at [www.mydeposits.co.uk/](http://www.mydeposits.co.uk/)

### Is your deposit protected?

You can check the tenant section of our website to find out if your deposit is protected.

**Note: At the end of your tenancy, please ensure the scheme has updated contact details for you. Please note that you are able to amend your contact details via your online account.**