



PRESCRIBED INFORMATION RELATING TO TENANCY DEPOSITS

Each tenant is responsible for advising The DPS of any changes to their contact details.

The landlord or letting agent protecting this tenancyⁱ deposit must give Prescribed Information to all tenantsⁱⁱ at the property in accordance with The Housing (Tenancy Deposits) (Prescribed Information) Order 2007ⁱⁱⁱ. They must do this within 30 days of receiving the deposit from the tenant. It informs the tenant about the deposit protection measures the landlord or letting agent has taken, the scheme contact details, and procedures that apply regarding the protection and return of the deposit.

The landlord or letting agent must provide a copy of The DPS terms and conditions to the tenant with this form. This can be downloaded from www.depositprotection.com.

The DPS has provided this document by way of information only. The DPS accepts no liability for its contents. It's the Landlord(s) responsibility to ensure it is accurate and given to the tenant (or tenants) within 30 days of receipt of the deposit. They should also give the tenant the opportunity to review and sign this document.

To: (insert names of all tenants and any other person (third party) paying a tenancy deposit on behalf of a tenant)

Tenancy details

Tenancy address:

Deposit amount:

Landlord or letting agent's details:

Name:	
Address:	
Telephone:	
Email:	
Fax/other number:	

Contact details

Your deposit is protected with The Deposit Protection Service (The DPS). They are approved by the Department for Levelling Up, Housing and Communities for this purpose. Here's how you can contact them if you need to.

by post: The DPS
The Pavilions
Bridgwater Road
Bristol
BS99 6AA

Call: **0330 303 0030**

Email: **contactus@depositprotection.com**

Website: **www.depositprotection.com**

How the scheme works

Information supplied by the Scheme Administrator to the Landlord explaining the operation of the provisions contained in the statutory scheme.

Please see section 3 of The DPS Custodial Terms and Conditions

Deposit repayment

Information on the procedures applying for the release of the deposit at the end of the tenancy, including where either the Landlord or the Tenant can't be contacted.

Please see section 14-19 of The DPS Custodial Terms and Conditions

Deposit disputes

Procedures that apply under the Scheme where the Landlord and the Tenant dispute how the deposit should be repaid, and the facilities available to resolve a dispute without recourse to litigation.

The DPS Dispute Resolution Service is a free, straightforward way of resolving deposit disputes at the end of a tenancy. The alternative option is to go through the courts, which can be costly and take a long time.

When using this service, your dispute will be reviewed by a legally-trained adjudicator. They'll review the evidence you and your tenant provide and issue a detailed decision within 28 days.

Please see section 20-23 of The DPS Custodial Terms and Conditions

Tenant details

Add this information for all tenants in the tenancy

	Tenant 1	Tenant 2	Tenant 3	Tenant 4	Tenant 5
Name:					
Telephone:					
Email:					
Fax/other number:					
Contact address to be used by The Landlord at the end of the tenancy:					

It's the responsibility of each tenant to advise The DPS of any changes to their contact details, including providing forwarding contact details and address at the end of the tenancy.

Details of relevant person/third party paying the deposit

If the deposit is being paid by a relevant person/third party, record their details here. If additional relevant person/third parties are paying the deposit please record their details on a separate sheet and attach it to this document.

Name of relevant person/third party making the payment	
Address:	
Telephone:	
Email:	

Circumstances when all or part of the deposit may be retained by the landlord or letting agent

For details of the circumstances when the landlord or letting agent may retain part or all of the deposit, please refer to the following clauses of the tenancy agreement.

Please insert relevant clauses from your tenancy agreement here.

I/We (being the landlord or letting agent) 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(s):	Signature(s):
Dated:	

All tenants at the tenancy should sign this form and send a copy to their landlord or letting agent.

Tenant(s):	Signature(s):

Dated:	

ⁱ Occupation Contract for properties in Wales

ⁱⁱ Contract Holder for properties in Wales

ⁱⁱⁱ Renting Homes (Deposit Schemes) (Required Information) (Wales) Regulations 2024 for properties in Wales