



Prescribed Information (Deposit)

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What the Law Requires

When a tenancy deposit is taken, landlords must provide **Prescribed Information (PI)** within 30 days of receiving the deposit.

This is a legal requirement under the Housing Act 2004 and is separate from deposit protection itself.

Failure to serve PI means:

- You cannot use Section 21
- You may be fined 1–3× the deposit amount

Your Key Responsibilities

1. Serve all required documents to tenants

PI must include:

- Deposit amount
- Address of rented property
- Scheme used (DPS, TDS, MyDeposits)
- Landlord name, address, contact details
- How the deposit is protected
- Circumstances for deductions
- Scheme's dispute resolution process
- Official scheme leaflet

✓ You must also provide PI to any relevant person who contributed to the deposit.



2. Serve PI within strict legal deadlines

- Must be served within 30 days of receiving the deposit.
- Electronic service (email) is acceptable.
- You must keep proof that tenants received it.

3. Store evidence securely

Keep:

- Copy of PI
- Email delivery confirmation
- Tenant signature (optional but recommended)
- Deposit certificate from scheme

✓ Evidence must be stored for at least 6 years.

4. Update PI if certain details change

You must re-serve PI if:

- Landlord name or address changes
- Deposit is transferred to a different scheme
- Tenants renew or sign a new agreement

Practical Timeline

Action	When
Serve PI	Within 30 days
Re-serve PI if info changes	Immediately
Store evidence	Throughout tenancy



Common Mistakes Landlords Make

- Protecting the deposit but forgetting to provide PI.
- Thinking PI only needs to be served once.
- Serving PI late.
- Not including the scheme leaflet.
- Losing evidence of service.

Quick Compliance Checklist

- PI served within 30 days
- Scheme leaflet included
- Proof of service stored
- Updated PI issued if details changed