



Deposit Protection Rules

Last updated: 22.11.2025

What the Law Requires

Under the Housing Act 2004, all deposits taken for Assured Shorthold Tenancies must be:

- Protected in a government-approved scheme
- Protected within **30 days** of receiving the money
- Issued with **Prescribed Information (PI)** within the same timeframe

Approved schemes:

- **DPS – Deposit Protection Service**
- **TDS – Tenancy Deposit Scheme**
- **MyDeposits**

Your Key Responsibilities

1. Protect the deposit within 30 days

- Must protect the **full amount** received.
- You cannot hold deposits outside of a scheme.
- Keep proof of the protection confirmation.

2. Serve Prescribed Information

Within 30 days, tenants must receive:

- Deposit amount
- Property address
- Scheme name and contact details
- Landlord/agent contact details
- Circumstances for deductions
- Scheme leaflet
- Confirmation of deposit protection reference number

✓ You must keep evidence of service (email, signature, etc.)



3. Keep proper records

Store:

- Deposit protection certificate
- PI documents
- Signed inventory
- Photographic evidence of property condition

These are crucial during dispute resolution.

4. Handle deductions fairly at end of tenancy

You must:

- Agree deductions with tenants
- Submit evidence for disputes
- Use itemised invoices or quotes
- Follow scheme timelines

Practical Timeline

Action	When
Protect deposit	Within 30 days
Serve Prescribed Information	Within 30 days
Issue scheme leaflet	Within 30 days
Store evidence	Before move-in
Handle deposit return	At tenancy end



Common Mistakes Landlords Make

- Serving PI late or not at all.
- Protecting the deposit but not sending PI (illegal).
- No inventory → losing deposit disputes.
- Charging for wear and tear instead of damage.
- Holding on to deposit money too long after tenancy ends.

Quick Compliance Checklist

- Deposit protected within 30 days
- Prescribed Information served correctly
- Scheme leaflet provided
- Inventory completed and signed
- Evidence stored securely