

Before you come to the clinic

Check whether your deposit has been protected in a recognised scheme.

What to bring with you to the clinic

- A copy of your tenancy agreement.
- Receipt for the deposit and letter confirming which scheme the deposit is held in (if applicable).
- A copy of any check in / check out inventory.
- Any correspondence with the landlord or letting agent about the deposit and any proposed deductions.
- Any correspondence with your landlord about repairs or replacement items.
- Any photos you have relating to the condition of the property when you moved in and moved out.
- Receipts for cleaning (if you used professional cleaners at the end of the tenancy).
- Evidence that utility bills were paid when you left the property.
- Proof that you paid your rent.
- Receipts for items you have replaced.

Tenancy Deposits

We can provide advice and assistance in recovering your deposit from your landlord. If your deposit is protected in a deposit scheme then you will be able to use the scheme's Alternative Dispute Resolution (ADR) process to resolve any disputes. If it has not been protected in a deposit scheme then you will need to bring a claim in the county court if the dispute cannot be resolved. We may be able to represent you in court.

For further information and to book an appointment at one of our housing clinics -

Visit our website:
www.swllc.org

Call:
020 8767 2777

DEPOSIT RECOVERY CLINIC



Deposit Recovery Flowchart



Your deposit does not have to be protected in a recognised deposit scheme.

No

Do you have an assured shorthold tenancy agreement?

You will have an assured shorthold tenancy agreement if all the following apply:

- You moved in on or after 28 February 1997.
- You pay rent to a private landlord who does not live in the same building.
- You have control over your home so other people cannot come in whenever they want to.
- You are not living in business premises or university or college accommodation.

Yes

Has your deposit been protected?

Your deposit should have been protected with one of the three government-backed deposit schemes. Check their website to see if your deposit has been protected. You will need your postcode, the tenancy start date and the deposit amount to do this.

Yes

The three government backed deposit schemes are:

TDS

www.thedisputeservice.co.uk

My Deposits

www.mydeposits.co.uk

Deposit Protection Service

www.depositprotection.com

No

You should write to your landlord requesting a return of your deposit. If no agreement can be reached you will need to issue court proceedings. We may be able to help you do this and represent you in court.

Call 020 8767 2777 to book an appointment at our deposit recovery clinic at Croydon Law Centre on Tuesdays from 7pm to 9pm.

Write to your landlord to ask for your deposit back and if the dispute cannot be resolved, use the out of court procedure provided by the deposit holder.

If you need assistance come to any of our housing clinics. See details on our website or call 020 8767 2777.