LETTER REQUESTING A REFUND FROM LANDLORD OR AGENT - EXAMPLE

- Cut and paste the text of the letter below into a new word document.
- Where there are square brackets, you are required to insert information, if prompted, or make a choice whether to include the words in square brackets or not.
- When sending, obtain a certificate of posting from the post office (free of charge) or send recorded delivery.
- Always keep a copy of your letter, and make a note of the deadline for response in your diary or on your calendar.

[Your name and current address here]

[Date of your letter here]

[Landlord's or agent's name and address here (see section 3)]

Dear [Landlord's or Agent's name here]

[ADDRESS OF THE PROPERTY YOU RENT(ED) HERE]

I am the [former] tenant of the above property. My assured shorthold tenancy agreement is dated [date of agreement here].

On [or about] [date deposit was paid] I paid you [your agent] a deposit of [amount of deposit here] as security against my obligations in the tenancy agreement. Since then:

(1)   I believe you have not met the initial requirements of an authorised tenancy deposit protection scheme; [and/or]
(2)   I have not been able to obtain confirmation from a scheme administrator that my deposit is being held in accordance with such a scheme; [and/or]
(3)   I have not received the prescribed information which you are required by law to send me within 14 days of receiving my deposit

In the circumstances, I am entitled to [have my deposit refunded][have my deposit paid into the custodial scheme [and to receive the prescribed information]] and you are requested to attend to this within 7 days of the date of this letter.

If I do not hear from you within 7 days, with satisfactory evidence that you have complied with the obligations which the law imposes on you, I may begin legal proceedings to recover my deposit without further recourse to you. My claim will include a claim for any interest, costs and compensation to which I may be entitled.

Yours sincerely

[sign here]

[print your full name here]