How to get your deposit back
A guide for tenants

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How we protect the deposit

*my deposits Jersey* is a government approved scheme that holds tenant’s deposits safely and securely.

To comply with the law, landlords and agents must join *my deposits Jersey* and transfer their tenant’s deposit to *my deposits Jersey* within 30 working days of receiving it to comply with their legal obligations.

Once the deposit money has been received, we will send you a Deposit Protection Certificate to confirm we’re keeping the money safe.

We keep hold of the deposit in a secure bank account for the entire length of the tenancy, and then return the money when you move out.

How to get the deposit back

When you move out both you and your landlord or agent must authorise the return of the deposit money with *my deposits Jersey*, before it can be returned.

1. The first step of getting your deposit back is to agree on how much of the deposit should be returned when you move out.
2. If you have maintained the property to the same standard as when you moved in then you should be entitled to receive your full deposit back. Make sure that all bills and rent are up to date.
3. Consider negotiating with your landlord or agent if they want to make deductions to your deposit, this helps to avoid a deposit dispute and means you can get your deposit back quicker.
4. You will need to contact *my deposits Jersey* to initiate or accept the deposit release terms via your online account. Your landlord or agent can’t do this for you.
How to apply for the deposit return when you move out

We have a deposit release process in place to help with returning the money quickly.

It requires the member and you, the tenant, to authorise the release of the deposit. Once authorised the money is released within five to seven working days so long as you both agree with the amount of deposit to be returned and you have vacated the property.

Either you or the landlord or agent can start the release of the deposit but both parties must agree on release terms before the money is returned.

This chart shows how to start the deposit release process.

*NOTE: If you do not respond to the deposit release notification after 14 working days then we will release the deposit amount in line with the member’s original application. If applicable we will continue to safeguard your remaining portion of the deposit.
You can start to initiate the deposit release process, which is slightly different, as follows:

**STAGE ONE**
You initiate the deposit release process
- You negotiate return of the deposit with the member
- You begin the release by contacting mydeposits Jersey
- You confirm tenancy, correspondence and payment details
- You suggest the amount of deposit to be returned

**STAGE TWO**
mydeposits Jersey Process
- We send the member notification of the deposit release request*

**STAGE THREE**
Member response
- Member accepts deposit release
- Confirms contact and payment details
- Authorises the deposit release
- Deposit released

**OR**
- Member DISAGREES with deposit amount
- Member submits counter proposal online
- You email advising of counter proposal
- You either accept the new proposal or raise a dispute

*NOTE: If the member does not respond to the deposit release notification within 14 working days then we will release the full deposit amount to you.
How to apply for the deposit release online

To start the release process online you must first login to your online account on www.mydepositsjersey.je. To login you must first click on the green "For Tenants" box.
You will then be able to login through the green “Tenant Login” located on the top right corner of the screen. Clicking this will take you through to the login screen.

You need your tenant username and password to log into the tenant page.

In your tenancy agreement a lead tenant would have been nominated. This tenant should have received an email from my|deposits Jersey asking them to create a username and password for the account.

*NOTE: The username will begin with a “T”.

If you have not received this email or are unsure of the username, then the lead tenant should contact the my|deposits Jersey customer service department on 01534 747310, who will be able to clear security and advise them of this.

*NOTE: Please note only the lead tenant will be able to login and complete the release. However, if the lead tenant doesn’t respond then co-tenants can initiate the release after seven working days.
Both you and the member need to confirm the deposit’s release before we return it.

In your online account go to the Deposit Release tab.
How to apply for the deposit release by post

Alternatively, you can apply for the deposit release process via post by completing our tenant application deposit release form.

You can request a form by calling our customer service department on 01534 747310 or by downloading the deposit release form online from our resources section.

Once completed the form should be sent to mydeposits Jersey, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH, United Kingdom.

What if we can’t agree on deductions?

If you can’t agree over any deductions to the deposit and your attempts at negotiation fail, then you can raise a deposit dispute with mydeposits Jersey. We offer a free and impartial Alternative Dispute Resolution Service (ADR) to resolve the issue.