



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.
3. 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.

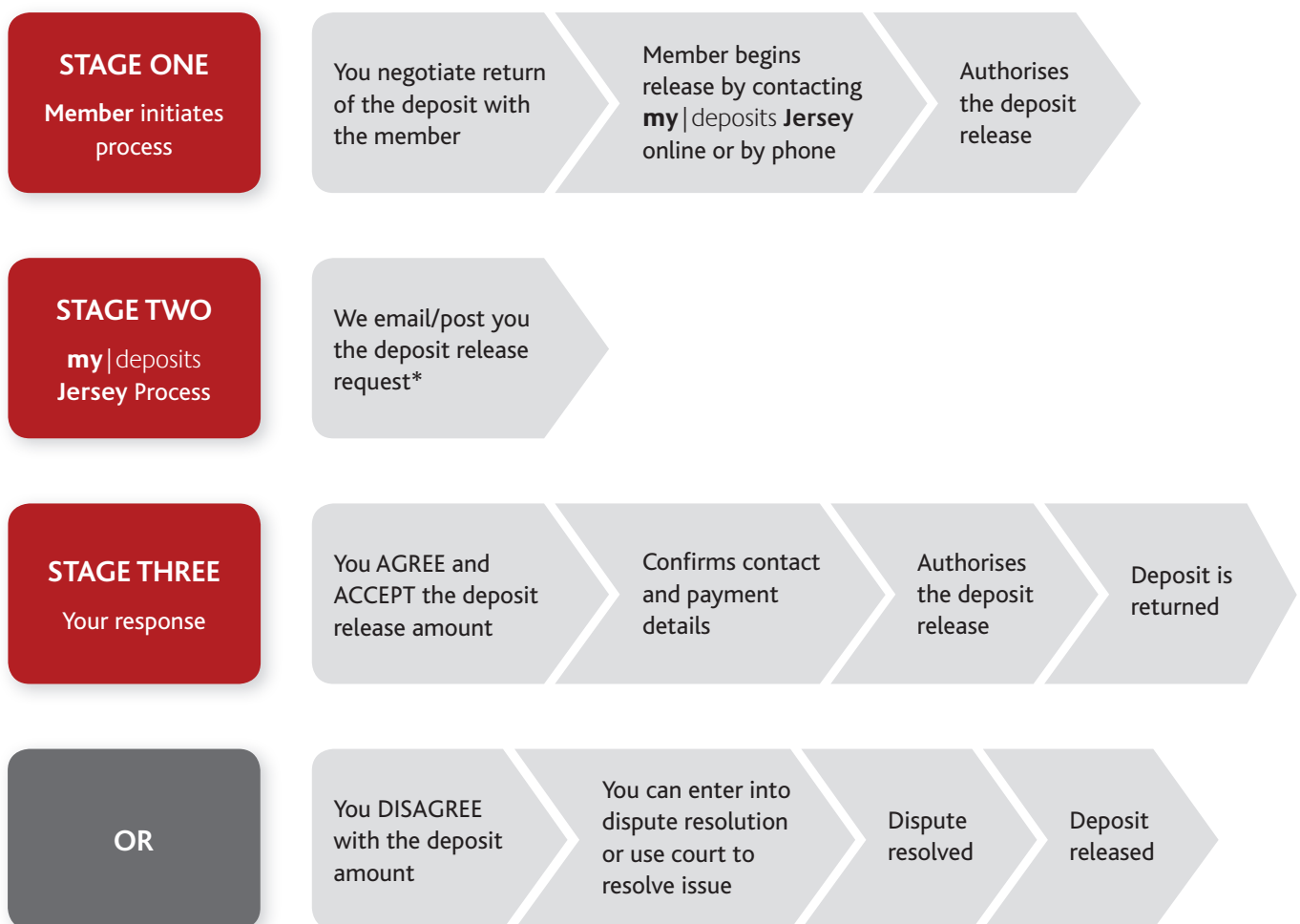
How to apply for the deposit return when you move out

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.

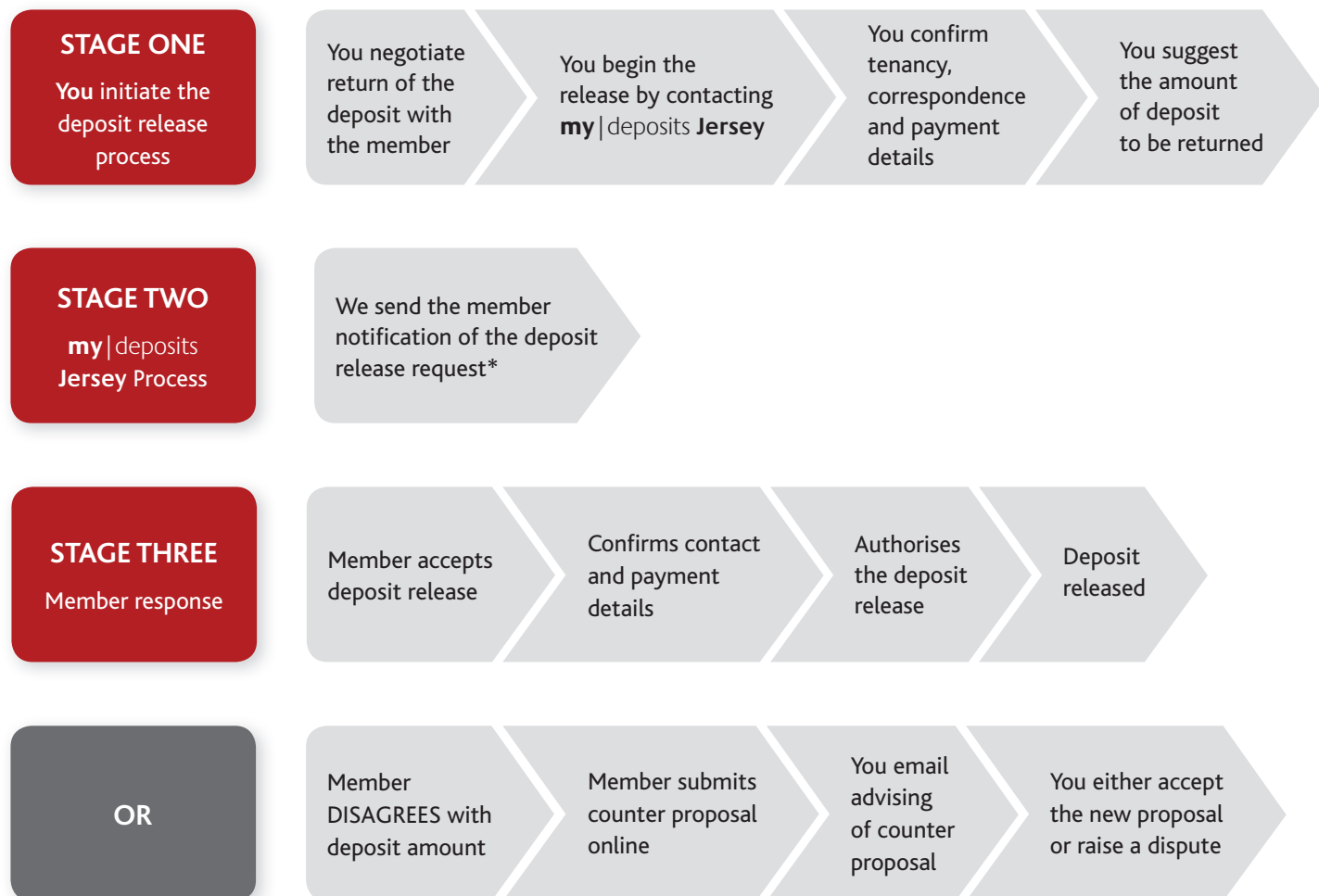
Either you or the landlord or agent can start the release of the deposit but both parties must agree on release terms before the money is returned.

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:



***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.

The screenshot shows the homepage of the mydeposits Jersey website. The header includes navigation links: About Us, News & Blog, Contact Us, a phone number (01534 747310), an email address (info@mydepositsjersey.je), and social media icons for Facebook, Twitter, YouTube, and LinkedIn. The main heading is "my|deposits Jersey" with "Join Now" and "Member Login" buttons. Below this is a large banner with the text "Trusted, safe and secure" and "We keep hold of the deposit and safeguard it throughout the tenancy." To the right of the text is a photo of a smiling couple. Below the banner are two main sections: "For Landlords & Agents" (blue header) and "For Tenants" (green header). The "For Tenants" section is circled in red. It contains a green house icon with a person, a list of links: "How it Works", "Deposit Checker", "Raise a Dispute", and "Resources", and a "Learn More" button. Below these sections is a section titled "About The New Law" with text stating that since 2nd November 2015, all landlords and letting agents must protect their tenancy deposits with mydeposits Jersey within 30 working days of receiving it from the tenant. It concludes with "We are here to help you comply."

About Us ▾ News & Blog ▾ Contact Us 01534 747310 info@mydepositsjersey.je f t y in

my|deposits Jersey Join Now Member Login

Trusted, safe and secure
We keep hold of the deposit and safeguard it throughout the tenancy.

For Landlords & Agents

- The Law
- How it Works
- Join Now
- Resources

Learn More

For Tenants

- How it Works
- Deposit Checker
- Raise a Dispute
- Resources

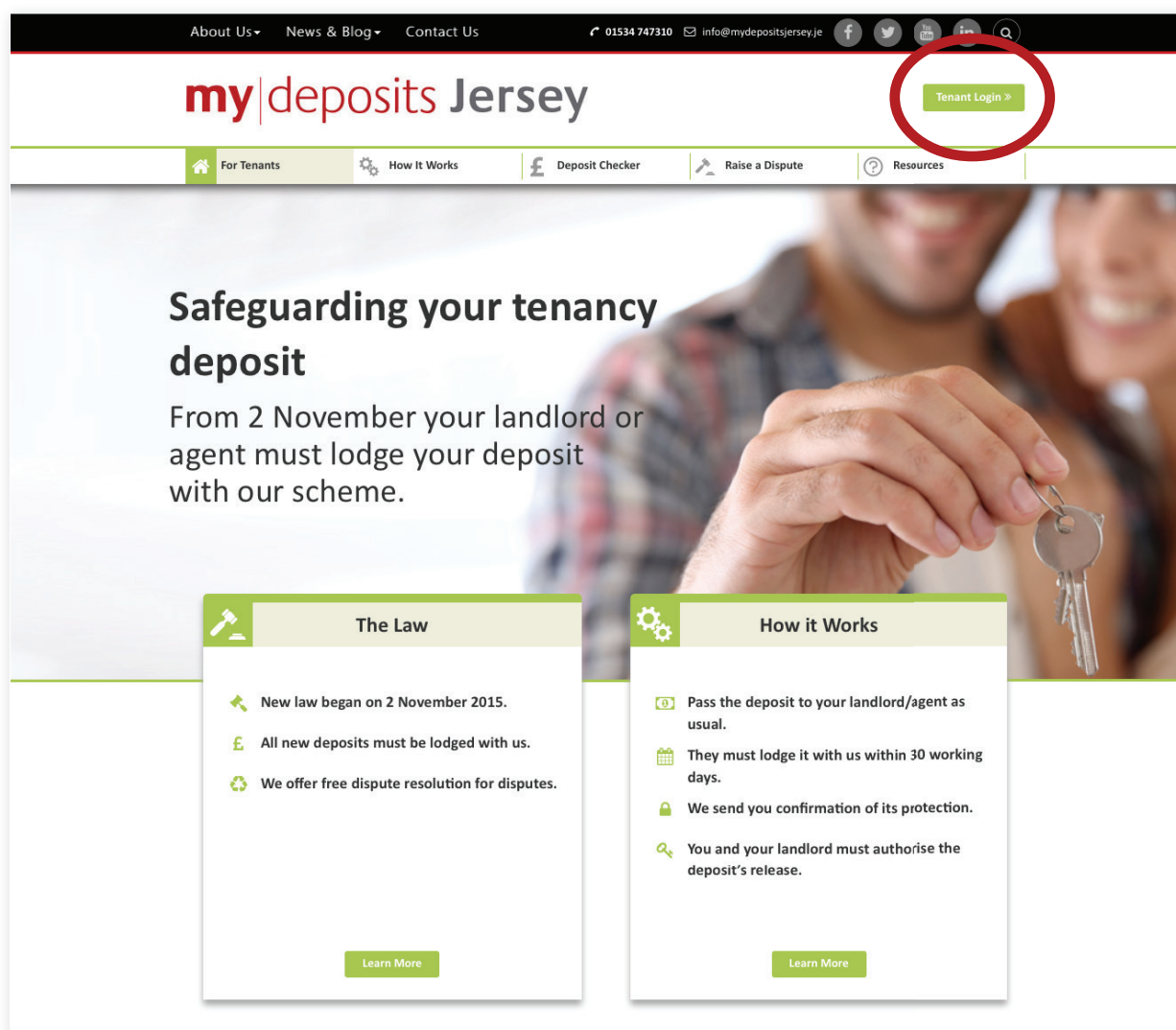
Learn More

About The New Law

Since 2nd November 2015 all landlords and letting agents must protect their tenancy deposits with mydeposits Jersey within 30 working days of receiving it from the tenant.

We are here to help you comply.

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.

[About us](#) [News & Blog](#) [Contact us](#) [01534 747 310](#) info@mydepositsjersey.je [Twitter](#) [Facebook](#) [YouTube](#)

my|deposits Jersey [Logout >>](#)

Internal Tenant >>

Deposit protection certificate: [View Certificate](#) **Tenant:** [View Tenant Details](#)

[Tenancy Details](#) [Update Your Details](#) [Deposit Release](#) [Notes](#) [Log out](#)

Deposit Release Details

A request for deposit release has been made for this tenancy's deposit.
Below are the details of the release as they currently stand.

Tenancy Details

Deposit protection certificate	View Certificate
Deposit amount	£600.00
Fee amount	£21.00
Total deposit received (excluding Fees)	£579.00

Landlord's Proposed Release Terms






Amount to landlord	£0	Amount to tenant	£579.00	Date tenant(s) vacated the property	30/Apr/2017
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The release of your deposit was initiated on the **11/May/2017**.
You have 14 working days from this date to respond, failing which the deposit will be repaid in accordance with the landlord's terms.

The Scheme offers a free Alternative Dispute Resolution (ADR) mechanism and actively encourages its use as an alternative method to the Tenant and User resolving the Deposit Dispute through the Court. In order to use the ADR mechanism both parties must agree to its use. Both parties will be given the opportunity to present their case and evidence to a fully trained and qualified Adjudicator. The Adjudicator will analyse the evidence submitted and make a binding decision as to how the Deposit should be distributed. If you wish to use the Scheme's ADR service you confirm and agree that the Dispute will be dealt with in accordance with the Schemes [Conditions of Deposit Disputes](#).

If you wish to resolve the dispute through the Court process the Scheme must receive proof of court action being initiated within 7 days of Court being chosen as the preferred method of resolution. If the evidence is provided then the Scheme will wait for a Court Order before releasing the Deposit money. ~~If evidence of this is not received within this time period then the Scheme will release the Deposit monies in accordance with the User's initial application.~~

[Accept landlord/agent release terms](#) [Raise a dispute](#) [Confirm case going to court](#)

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.

Deposit Release Form -
Tenant Application

my|deposits Jersey

Part 1

Dispute Details

Deposit Certificate Number:

Tenant Name:

Total amount of Deposit held by my|deposits: £

Date Tenant Vacated:

Part 2

Your Request (Please tick as appropriate)

If you and your Landlord/Agent have agreed to make any deductions to the deposit please tick the relevant box.

I agree for the total amount of the deposit to be released to my Landlord/Agent.
Please proceed to Part 4 ☐

I want the whole deposit to be returned to me or I agree for deductions to be made to the deposit.
Please proceed to Part 2 ☐

Part 3

Amounts apportioned to each party

Please state below the amount of the deposit you believe should be returned to you and also to your Landlord/Agent.

Amount of deposit to be returned to my Landlord/Agent

Amount of deposit to be returned to me (as Tenant)

On validation of your application, we will contact your Landlord/Agent and ask them if they agree with the apportionment of the deposit. We will allow them 14 Working Days from notification of the release request to either confirm they are happy with the deductions proposed or to make a new application of which we will notify you of once received.

Part 4

Reason for a proportion of the deposit to be retained

If you have agreed for your Landlord/Agent to make deductions to the deposit please confirm the reasons in the table provided. This information is not provided in support of any dispute that you have or may arise between yourself and your Landlord/Agent.

Reason		
Cleaning	<input type="checkbox"/>	Missing Replacement Items <input type="checkbox"/>
Damage to Property	<input type="checkbox"/>	Rent Arrears/Outstanding Bills <input type="checkbox"/>
General Redecoration	<input type="checkbox"/>	Other deductions <input type="checkbox"/>

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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 my|deposits Jersey. We offer a free and impartial Alternative Dispute Resolution Service (ADR) to resolve the issue.

my|deposits Jersey

my|deposits Jersey

Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH
United Kingdom

Tel: 01534 747310

Email: info@mydepositsjersey.je

Authorised by:



supporting you

Tenancy Deposits (Jersey) Limited trading as my|deposits Jersey, registered in Jersey States No: 119137. Registered Office: PO Box 456, Portman House, Hue Street, St Helier, Jersey JE4 5RP, is authorised to operate a custodial tenancy deposit protection scheme, jointly owned by the National Landlords Association and HFIS plc T/A Hamilton Fraser Insurance (the Scheme Administrator).