

## I paid a deposit when I moved into my rented house. I have now moved out but the landlord will not return the deposit. What can I do?

This information applies to England and Wales

Most landlords and letting agents ask tenants for a deposit as security against damage or non-payment of rent. It is reasonable for your landlord to take money off the deposit to cover, for example, damage to the property or furniture, or missing items. But they should return the rest of your deposit, once things like these have been taken into account.

If you paid your deposit on or after 6 April 2007, your deposit will be protected by new rules. These say that your landlord must put your deposit in a tenancy deposit protection scheme. At the end of the tenancy, you are guaranteed to get your deposit back within 10 days, as long as you and your landlord have agreed on how much you should get back.

If you don't agree on how much you should get back, there's a free service which you and your landlord can use to help sort out your disagreement.

However, landlords don't have to use a tenancy deposit protection scheme for deposits paid before 6 April 2007. If you paid a deposit before this date and your landlord won't pay it back, see if you can come to an agreement with them. You can get help to do this from an experienced adviser, for example at a Citizens Advice Bureau.

If that doesn't work, your only option is to take your landlord to court. If you're in this position, you should get advice.

For more information about tenancy deposits and the tenancy deposit protection scheme, Control & click on this link [Housing fact sheets](#).

### Further help

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve problems. Contact **Citizens Advice Islington** for further help on **0844 856 3537**