**[Date]**

To **[landlord or agent name]**

I am asking for a full refund of my holding deposit.

I paid you **£xxx** on **[date]** to reserve a property at **[address]**.

The tenancy did not go ahead because **[give reason]**.

Please return my full holding deposit within 7 days. You have no legal reason to keep it.

If I do not hear from you, I may complain to Trading Standards or your redress scheme. You could be fined or ordered to pay compensation.

**[Your name]**

**[Your number]**