*[*[***Add your address***]

[***Add the date***]

[***Add your landlord’s address***]

Dear [***Add your landlord’s name***],

**Letter before action: Failure to return the balance of my deposit and failure to protect my tenancy deposit in accordance with the law**

I am the former assured shorthold tenant of [***add address of the property***]. My tenancy started on [***add date***] and ended on [***add date***]

I am writing concerning the deposit of [***add amount***] I paid to you on [***add date***] as a security against my obligations under the terms of my tenancy agreement.

I wrote to you on [***add date***] to request that you refund the balance of my deposit to me within 10 days. I attach a copy of my letter.

To date, only [***add amount***] of my deposit has been refunded to me.

I do not accept that [***delete one:*** the deductions/the following deductions] were reasonable.

[***List any unreasonable deductions and amounts***]

I therefore request that, within 14 days of receiving this letter, you pay me the sum of [***add amount they still owe***] being the balance of the deposit paid to you.

Section 213 of the Housing Act 2004 required that you protected my deposit with a government-backed scheme within 30 days of the payment of my deposit. You were also required to provide me with details of the scheme you’ve used along with certain other information.

[***Delete the sentences below that don’t apply***:

You failed to protect my deposit with a government-backed scheme.

You failed to protect my deposit within 30 days of the payment of my deposit.

You failed to give me the necessary information about tenancy deposit scheme you used within 30 days of the payment of my deposit.

You informed me that you had protected my deposit with [***add name of scheme***] but I found no evidence that you had done so.]

Section 214 of the Housing Act 2004 provides that where the court is satisfied that you failed to comply with your obligations under the law relating to tenancy deposit protection it must order that you pay me between 1 and 3 times the amount of the deposit paid.

I am open to reasonable offers to settle this matter.

I will issue court proceedings in the county court without further notice if I do not receive payment of the balance of the deposit plus an agreed amount of compensation, or a substantial response from you by [***add date allowing 14 days from receipt of your letter***].

I reserve the right to include a claim for interest on the unreturned deposit.

I will also be asking for an order to cover my costs. I will be relying on court rules for pre-action conduct that say you may have to pay more in costs if you ignore this letter.

Yours sincerely

[***Add your name***]

Contact telephone number: [***Add your phone number***]