

Key details of Housing Act 2004 - Prescribed Information Order

When a Landlord, or their Agent, protects a Tenant's deposit with an authorised Tenancy Deposit Protection Scheme, the Housing Act 2004 also requires them to provide the Tenant with specific information regarding the protection of their deposit, this is known as the Prescribed Information (PI).

mydeposits assists our Members to meet most of the PI requirements **BUT NOT ALL** by providing much of the required information in the 'Deposit Protection Certificate' (DPC) and within the 'Information for Tenants' leaflet that must be handed over along with the DPC.

You should refer to the table below to identify the specific areas in which mydeposits is unable to assist in respect of the PI. It is the responsibility of the Landlord, or their Agent, to provide the full PI within 14 days of receiving the deposit from the Tenant.

mydeposits can not be held liable in any way for the failure of our Members to provide this information or by the failure to provide it within the 14 day period. For a full transcript of the requirements of The Housing (Tenancy Deposits) (Prescribed Information) Order 2007, please download a copy from this website.

Requirement:	How met:
(a) The name, address, telephone number, e-mail address and any fax number of the scheme administrator of the authorised tenancy deposit scheme applying to the deposit.	mydeposits is administered by HFIS plc, T/A Hamilton Fraser Insurance (The Scheme Administrator). mydeposits, Ground Floor, Kingmaker House, Station Road, New Barnet, Hertfordshire EN5 1NZ. Tel 0844 9800 290 • Fax 0845 634 3403 • info@mydeposits.co.uk
(b) Any information contained in a leaflet supplied by the scheme administrator to the landlord which explains the operation of the provisions contained in sections 212 to 215 of, and Schedule 10 to, the Act.	Provided within the 'Information to Tenants' leaflet that should be given to you by your Landlord/Agent with this Certificate.
(c) The procedures that apply under the scheme by which an amount in respect of a deposit may be paid or repaid to the tenant at the end of the shorthold tenancy ("the tenancy").	Provided within the 'Information to Tenants' leaflet that should be given to you by your Landlord/Agent with this Certificate.
(d) The procedures that apply under the scheme where either the landlord or the tenant is not contactable at the end of the tenancy. NB: For the purposes of this paragraph the reference to a landlord or a tenant who is not contactable includes a landlord or tenant whose whereabouts are known, but who is failing to respond to communications in respect of the deposit.	If your Landlord/Agent is not contactable at the end of the tenancy you should contact mydeposits to raise a possible deposit dispute on 0844 980 0290 or notify us of a possible deposit dispute online at www.mydeposits.co.uk
(e) The procedures that apply under the scheme where the landlord and the tenant dispute the amount to be paid or repaid to the tenant in respect of the deposit.	Provided within the 'Information to Tenants' leaflet that should be given to you by your Landlord/Agent with this Certificate.
(f) The facilities available under the scheme for enabling a dispute relating to the deposit to be resolved without recourse to litigation.	Provided within the 'Information to Tenants' leaflet that should be given to you by your Landlord/Agent with this Certificate.
(g) The following information in connection with the tenancy in respect of which the deposit has been paid:	
(i) the amount of the deposit paid;	Provided within this Certificate of Protection.
(ii) the address of the property to which the tenancy relates;	Provided within this Certificate of Protection.
(iii) the name, address, telephone number, and any e-mail address or fax number of the landlord;	Provided within this Certificate of Protection.
(iv) the name, address, telephone number, and any e-mail address or fax number of the tenant, including such details that should be used by the landlord or scheme administrator for the purpose of contacting the tenant at the end of the tenancy;	The name and address of the tenant are provided within this Certificate of Protection but the telephone number, and any e-mail address or fax number of the tenant are recorded only in the mydeposits system data base.
(v) the name, address, telephone number and any e-mail address or fax number of any relevant person;	Provided within this Certificate of Protection when applicable.
(vi) the circumstances when all or part of the deposit may be retained by the landlord, by reference to the terms of the tenancy;	* mydeposits cannot assist here - this should be explained within the AST that you have signed.
(vii) confirmation (in the form of a certificate signed by the landlord) that - (aa) the information he provides under this sub-paragraph is accurate to the best of his knowledge and belief;	* mydeposits cannot assist here - only the Landlord/Agent can sign to confirm this.
(bb) he has given the tenant the opportunity to sign any document containing the information provided by the landlord under this article by way of confirmation that the information is accurate to the best of his knowledge and belief.	* mydeposits cannot assist here - you should check the details of your deposit recorded hereon and only sign if they are correct. If any information about your deposit recorded on this certificate is incorrect you should contact your Landlord/Agent.

* Please note that mydeposits is unable to fulfil the requirements in paragraphs (g) (vi) and (vii) above on behalf of your Landlord/Agent and these requirements will have to be satisfied by them personally as explained above.