



## Letting Agent Application Form

**my|deposits is quickly becoming the preferred tenancy deposit protection solution for all letting agents.**

**Join my|deposits:**

- ✓ **Hold all tenant deposits**
  - In your bank account, for the duration of the tenancy.
- ✓ **Control the deposit**
  - Make deductions to the deposit if you need to without involving us.
  - Freedom to resolve issues with your tenants directly.
- ✓ **Free and impartial dispute service**
  - Award nominated service if you and your tenant can't agree over the deposit return
- ✓ **Competitive and tailored pricing options**
  - Robust payment structure flexible to your requirements.
  - Pay as you go or buy bulk protections at a discount up front
- ✓ **Save time and money**
  - Use our online services to manage your portfolio and client accounts.
  - Promote your business to landlords and tenants.

*We offer something different:  
a professional, efficient service and a transparent fee structure.*

## Control the deposit

**JOIN INSIDE NOW >>**

Sponsored by



[www.landlords.org.uk](http://www.landlords.org.uk)

Administered by



[www.hamiltonfraser.co.uk](http://www.hamiltonfraser.co.uk)

Authorised by



[www.communities.gov.uk](http://www.communities.gov.uk)

# Who should complete this application form?

Only Agents that take and hold tenancy deposits on AST agreements, on behalf of their Landlord Clients, in the United Kingdom should complete this form. If you do not hold the deposit on behalf of your Landlord Client (e.g. you pass the deposit to the Landlord for safe-keeping) then the responsibility to protect the deposit lies with the Landlord.

## Important Note

**my|deposits** will only protect deposits that the Agent takes and holds in a Segregated Client Money Account on behalf of their Landlord Clients. If the Agent does not hold the deposit on behalf of their Landlord Client the responsibility to protect the Deposit lies with their Landlord Client.

**my|deposits** take no responsibility for protected Deposits that the Agent does not hold in a Segregated Client Money Account. The Agent is never entitled to the Deposit money.

Agents who protect a deposit that they do not hold will be in breach of the Scheme Rules. We will invoke our Agent Membership cancellation clause. We will also take legal action against the Agent for the provision of the Deposit in the event of a Deposit Dispute.

*An award  
nominated  
dispute resolution  
service*

*A complete  
online service*

*Dedicated team  
to assist you*

## The Scheme Rules

You must read our Scheme Rules of Membership. You will be asked to confirm that you agree to abide by our Rules before you first apply for Membership and each time you renew your Membership. Our Rules have been designed to ensure that Members comply with tenancy deposit protection legislation.

## About the **my|deposits** Tenancy Deposit Protection Scheme

**my|deposits** is a Government-approved tenancy deposit protection scheme. With **my|deposits** you pay a fee to protect the deposit and then hold it in your Client Money Account for the duration of the tenancy agreement. At the end of the tenancy you are free to speak with your tenant about the return of the deposit and resolve any issues you have with your tenant directly. **my|deposits** offers a free impartial deposit dispute resolution service if you and the tenant fail to agree on the amount to be returned at the end of the tenancy. **my|deposits** will only need to hold the deposit (or part of the deposit) if a dispute is raised until a decision is reached at the end of the dispute process.

The individual deposits that are protected by **my|deposits** are not specifically insured. **my|deposits** is the insured party and this enables us to claim on our insurance policy and pay the Tenant should you fail to provide the disputed amount to us when requested to do so. In the event that you do not lodge with us, the disputed amount that you hold, **my|deposits**, will need to recover any payment made to the Tenant from you and/or the Landlord.

The Housing Act 2004 states that the deposit presented to the Landlord or Agent at the beginning of the Assured Shorthold Tenancy (AST) still belongs to the Tenant throughout, subject to any lawful claim to it by the Landlord (or Agent on his behalf). If the Landlord/Agent feels they are entitled to withhold all or part of the deposit at the end of the tenancy they must provide evidence to the adjudicator to prove the Tenant's breach of the contract.

## Landlord/Agent Obligations

When protecting deposits you must ensure that the Landlord is aware of their obligations with regards to tenancy deposit protection. This includes the fact that the Landlord is ultimately responsible for the deposit should you default. We will write to your Landlord Clients when you register them with **my|deposits** to ensure they understand deposit protection, the **my|deposits** Scheme and their obligations. This forms part of your conditions of membership.

## About Deposit Protections

**my|deposits** is a 'pay-as-you-go' deposit protection scheme. A flat-rate deposit protection fee is payable at the beginning of a fixed term AST to protect the deposit until the end of the fixed term. You do not have to re-protect a deposit if the AST Agreement is allowed to continue into a Statutory Periodic Tenancy Agreement. If you create a new fixed term AST, even if it is issued to the same Tenant(s) and uses the same deposit, a new Protection must be purchased (see C 1.7 of the Scheme Rules). Other payment options are available.

*Over a million  
tenant deposits  
successfully  
protected*

## Branches

You can add as many branches to your Membership as you wish. A registration fee and renewal fee is payable for each branch. Your main head office will receive all correspondence from **my|deposits** (including Membership information and billing statements) and will be responsible for payment of all branch registration, account renewals and deposit protection transactions. If you require your branches individually to receive information and/or undertake payment transactions then each branch is required to join **my|deposits** separately. They will need to complete a Membership application form and pay a separate registration fee.

*We accept  
accredited and  
non-accredited  
agents*

## Determining your Membership Category

**my|deposits** Agent Members are categorised into two distinct groups:

**Membership Category 1.** All agents who are members of:

- Association of Residential Letting Agents (ARLA)
- National Association of Estate Agents (NAEA)
- Royal Institution of Chartered Surveyors (RICS)
- National Approved Letting Scheme (NALS)
- Any other accredited body that can prove existence of acceptable client money bonding arrangements

Evidence of Membership must be provided with this application form.

Members of these organisations have Client Money Protection should they become insolvent. Therefore, they represent a lower risk to **my|deposits**.

**Membership Category 2A.** All agents who are members of The UK Association of Letting Agents (UKALA).

**Membership Category 2.** All other agents.

## Payment of Fees

Your fee includes:

- There is a one-off Joining Fee per branch location to set up your account.
- There is then an Annual Renewal Fee per branch to keep your account open.
- You will be notified of your Deposit Protection Fee once your application has been processed.

## What you need to complete this form:

- Your principal business address
- Your business contact details, including email address
- Your business owners' details, including their private addresses
- Your company registered office and registered number (if applicable)
- Your trade organisation membership certificate with number and dates (if applicable)
- An eight letter memorable word that will be used as a password

# Application Form

The application form should be completed in BLOCK CAPITALS using black ink. If you fail to answer a question or do not provide the necessary documentation in support of your answers, your application will be delayed or declined.

Questions marked with an asterisk (\*) are mandatory.

## Section A - Agent Information

\*Q1. Name of Agent

\*Q2. Contact Name

\*Q3. Please state your Head Office correspondence address and postcode.

Address

Postcode

\*Q4. Please provide us with the following contact details

Work telephone

Mobile telephone

Fax number

Email

Q5. Company Registration Number (\*where applicable) as allocated by Companies House.

Q6. Address of Registered Office (\*where applicable).

Address

Postcode

\*Q7. Please provide the full details of all principals, partners, shareholders, business owners and directors and officers of the company. If there is insufficient space please photocopy this section and continue on a separate sheet and securely attach it to this form.

*(my|deposits reserves the right to check the financial suitability of these persons with credit organisations and to also request personal guarantees if applicable).*

1. Name

Home Address

Postcode

Tel No

Date of Birth

Business Title

Criminal Convictions (past or pending)

County Court (past or present)

Number of years with the company

2. Name

Home Address

Postcode

Tel No

Date of Birth

Business Title

Criminal Convictions (past or pending)

County Court (past or present)

Number of years with the company

2. Name

Home Address

Postcode

Tel No

Date of Birth

Business Title

Criminal Convictions (past or pending)

County Court (past or present)

Number of years with the company

2. Name

Home Address

Postcode

Tel No

Date of Birth

Business Title

Criminal Convictions (past or pending)

County Court (past or present)

Number of years with the company

**\*Q8. Has your company, partnership, trading entity, its directors, partners and/or business owners ever been:**

- a) Convicted of (or have a hearing pending) for money laundering, fraud or any other financial crime? YES  NO
  
- b) Refused membership of, or been excluded from, this or any other tenancy deposit protection scheme whether insurance based or custodial in the name(s) submitted in this application or in any other name as principal, agent, joint applicant or nominee? YES  NO
  
- c) Refused a licence to operate a private rented property as required under the Housing Act 2004? YES  NO

You must answer YES/NO to these questions. They relate to our acceptance criteria and must be answered to the best of your knowledge. We reserve the right to check the validity of your answers with credit and fraud checking organisations. We regret that membership will be declined if you provide an adverse response to these questions or fail to answer them all.

## Section B - Security Information

**\*Q1. For security reasons, when you call my|deposits you will be asked for your memorable word; it should be at least 8 characters long.**

When you call my|deposits, we will ask for the security word to verify that the caller is authorised to access your account and make changes. Please note failure to provide this memorable word when calling will prevent us from answering any specific questions regarding the membership.

My memorable word is:

1	2	3	4	5	6	7	8										
---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--

## Section C - Branch Information

Do not add your Head Office details to the branch list. You should state the main contact in the branch who deals with tenancy deposit protection, including their email address.

If you need to add more branches please add them to a separate sheet of paper and securely attach it to this form.

<b>Branch 1</b>	
Name:	<input type="text"/>
Address:	<input type="text"/>
<input type="text"/>	Postcode: <input type="text"/>
Primary Contact:	<input type="text"/> Email: <input type="text"/>

## Section D - Deposit Protection Information

\*Q1. Do you take and hold deposits on behalf of private residential landlords?

YES  NO

(If the answer is NO then we regret that we cannot authorise your application for Agent Membership to my|deposits).

\*Q2. Do you keep deposits collected from tenants (on behalf of the landlord) in a segregated Client Money Account which has no right of set-off, lien or charges by the issuing bank, guarantor or other creditors and is used purely for the purpose of holding client monies?

YES  NO

my|deposits requires evidence of the existence and correct use of this bank account. You must provide a copy of the last month's bank statement for your Client Money Account as well as a list of deposits held in the account.

I have enclosed a copy of my latest Client Money Account bank statement together with a list of the deposits currently held in it;

my|deposits will not be able to progress your application without evidence of your Client Money Account.

\*Q3. Are you a Member of one (or more) of the following trade organisations?

*Please state your membership number and expiry date if applicable.*

ARLA (Association of Residential Letting Agents)

YES  NO

Membership Number  Expiry Date:

RICS (Royal Institution of Chartered Surveyors)

YES  NO

Membership Number  Expiry Date:

NAEA (National Association of Estate Agents)

YES  NO

Membership Number  Expiry Date:

NALS (National Approved Letting Scheme)

YES  NO

Membership Number  Expiry Date:

\*Q4. Are you a member of UKALA (The UK Association of Letting Agents)?

YES  NO

Membership Number  Expiry Date:

**You must include a copy of your current membership certificate of the above organisation.**

NB: You must provide us with proof of continued membership of the body within 10 days of your renewal date or we will re-categorise you as a Category 2 Agent Member and a new Protection Fee will apply.

## Section E - Application Fees

You must enclose a cheque to pay the set annual application fee with your application form. Applications without the Fee will not be processed. The Application Fee is fully refundable if we do not to grant you my|deposits Membership.

A Membership Renewal fee is required at each subsequent Membership period.

To calculate your Application Fee please complete the appropriate calculation below:

Are you applying for Category 1, Category 2A or Category 2 Membership?

### Membership Category 1

#### £100.00 plus VAT per branch for members of ARLA, RICS, NAEA or NALS

##### Fee Calculation:

- Head Office Fee  =
  - Branch Fees  
No. of Branches  =
- Total Payment =

### Membership Category 2A

#### £100.00 plus VAT per branch for members of UKALA

##### Fee Calculation:

- Head Office Fee  =
  - Branch Fees  
No. of Branches  =
- Total Payment =

### Membership Category 2

#### £150.00 plus VAT for all other letting/managing agents

##### Fee Calculation:

- Head Office Fee  =
  - Branch Fees  
No. of Branches  =
- Total Payment =

I am enclosing my Application Fee in the sum of:

## Section F - Payment of Deposit Protection Fees

Your fee to protect deposits is dependent on your membership category. This fee will be confirmed following your application.

Fee per protection for:

- Category 1 - £20+VAT
- Category 2A - £26.50+VAT
- Category 2 - range from £33 to £50+VAT

Please confirm the method of payment you require to settle protection fees by ticking box 1, 2 or 3 below.

1) **MONTHLY INVOICE SETTLED BY DIRECT DEBIT**

If you have opted for monthly invoices settled by direct debit do you wish to opt in to paper invoices in the future?

YES  NO

If you answer 'no' we will issue future invoices to your email address as soon as this service becomes available (please write below).

Now please complete the Direct Debit mandate overleaf.

2) **PAY-AS-YOU-GO** (payment by credit or debit card at the point of protection)

3) **PRE-PAY** (the purchase of pre-paid blocks of protection in advance)

If you wish to pre-purchase a block of protection in advance please indicate how many you wish to purchase by ticking the appropriate box below. You will be invoiced in advance. The pre-pays will be added to your account upon receipt of your payment.

Number of Protections	Discount Available
<input type="checkbox"/> 40 protections	5%
<input type="checkbox"/> 60 protections	7.5%
<input type="checkbox"/> 100 protections	10%
<input type="checkbox"/> 200 protections	20%

## Section G - Declaration

To the best of my knowledge and belief, the information provided in connection with this application, whether in my own hand or not, is true and I have not withheld any material facts. I understand that non-disclosure or misrepresentation of relevant facts may entitle the Scheme to void my Membership immediately and without appeal.

I have read, understood, and accept the Scheme Rules of Membership. I agree to abide by the Scheme Rules. I accept that my signature binds me, my estate and my personal representatives. Only the signature of a proprietor, director, partner or business owner will be accepted.

Signature:

Name:

Date:

Position in company (if applicable):

### DATA PROTECTION

Communities and Local Government has appointed Tenancy Deposit Solutions Limited T/A mydeposits and/or HFIS plc T/A Hamilton Fraser Insurance as a Scheme Administrator to act on its behalf to gather and process the information you provide together with information from other services for the purpose of providing a tenancy deposit scheme as regulated by The Housing Act 2004. This includes the provision of alternative dispute resolution. For further information, please refer to the full Data Protection Notice at the end of the Scheme Rules or contact mydeposits on [0844 980 0290](tel:08449800290) or email [dataprotectionact@mydeposits.co.uk](mailto:dataprotectionact@mydeposits.co.uk) or write to: **my|deposits, Ground Floor, Kingmaker House, Station Road, New Barnet, Herts EN5 1NZ.**

How did you hear of **my|deposits**? (please tick)

Online search

Direct gov website

In the media

Through a professional body

Another letting agent

**my|deposits** business representative

Event/exhibition

Tenant

Landlord

Other (please state)



# Appendix A - Setting up your Client Money Account

## Definition of a Segregated Money Account

A ring-fenced client account with a UK clearing bank or building society which segregates client monies. This account must be free of any adverse claim or conditions and is to be retained for the specific purpose of holding client money only.

**NB: Unlawful interference with the Client Account will amount to a criminal offence.**

We have provided suggested 'template letters' so that you can exchange letters with your bank confirming the integrity of your Client Money Account with them.

## TEMPLATE LETTER TO SEND TO YOUR BANK

Date

Name of Bank

Address

Dear Sir

**Re: Tenancy Deposit Protection Scheme Membership requirement for a Segregated Client Money Account**

We are currently applying for membership of **my|deposits**; one of the Government approved Tenancy Deposit Protection Schemes. They require us to hold all tenants' deposits in a segregated and ring-fenced client money account so that it, at no time, forms part of the assets of our business.

Accordingly we must supply **my|deposits** with a letter from our Bank in the form shown on the specimen attached.

We would be grateful if you would forward the appropriate letter to us as soon as possible to enable us to progress our membership application.

Thank you for your assistance and we look forward to hearing from you.

Yours faithfully

Name

Firm

TEMPLATE LETTER FOR APPLICANT FIRM'S BANK TO SEND TO APPLICANT FIRM ON THE BANK'S LETTER HEADED PAPER

Date

Applicant Firm's Name

Address

Dear .....

**Re: Applicant Firm's Name.**

**Client Money Account(s) No(s):**

We, *[name of bank]*, confirm that the above account(s) is/are set up as (a) client money account(s). All money standing to the credit of the above account(s) is held by *[Applicant Firm's name]* as nominees and we are not entitled to combine the named account(s) with any other account(s) or to exercise any right of set off or counterclaim against money in that (those) client account(s) in respect of any sum owed to us on any other account of *[Applicant Firm's name]* or any of its subsidiary companies.

The nominated account clearly indicates CLIENT ACCOUNT as part of the title.

Yours sincerely

For and on behalf of *[name of bank]*.

## Appendix B - Application to Register Overseas Landlords

Should you wish to register Landlord Clients that are based outside the UK, you must have authorisation from **my|deposits** before you are able to protect deposits on their behalf. Please complete the following:

**my|deposits** Membership Number: \_\_\_\_\_

- 1) This is to confirm that, in respect of our Overseas Landlord Clients, [ *insert your Agency name* ] is a member of one of the following associations,
- |   | Please tick |
|---|-------------|
| i. The National Landlords Association Agents (NLA), and/or      | [ ]         |
| ii. The Association of Residential Letting Agents (ARLA) and/or | [ ]         |
| iii. The National Association of Estate Agents (NAEA), and/or   | [ ]         |
| iv. The Residential Landlords Association (RLA), and/or         | [ ]         |
| v. The Royal Institution of Chartered Surveyors (RICS), and/or  | [ ]         |
| vi. The UK Association of Letting Agents (UKALA), and/or        | [ ]         |
| vii. The National Approved Letting Scheme (NALS)                | [ ]         |
| viii. The Ombudsmen for Estate Agents                           | [ ]         |
- 2) Enclosed a copy of [ *insert your Agency name* ]'s certificate showing current membership of the association ticked above. [ ]
- 3) Evidence of Client Segregated Account in the form of the latest Bank Statement – attached [ ]
- 4) This is to further confirm that, in respect of our Overseas Landlord Clients, [ *insert your Agency name* ] has:
1. the Tenant's Deposit held in a segregated 'Client Money Account' as defined in the **my|deposits** Scheme Rules for Agents
  2. a written clause within the signed contract that we have with each of our Landlord Clients that gives us the right, on behalf of those Landlord Clients, to make decisions on the return of the deposit to the Tenant and are able to lodge any disputed deposit monies with the **my|deposits** Tenancy Deposit Protection scheme if requested to do so by the Scheme without the need for any recourse to the Overseas Landlord whose property letting we are managing.

Signed on behalf of Agent Member: Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Approved on behalf of **my|deposits**: Name: \_\_\_\_\_  
Date: \_\_\_\_\_

We will supply you with a countersigned copy for your records. Please note your request to register Overseas Landlords will be declined if you fail to complete all four sections above.

**You must return this Application Form with the accompanying information.**

- Completed form (Mandatory information)
- Cheque Membership fee
- Bank letter confirming Client Account
- List of deposits held within Client Account
- Copy of proof of Accreditation (if applicable)
- Overseas Landlord Form (if applicable)

---

Sponsored by



[www.landlords.org.uk](http://www.landlords.org.uk)

Administered by



[www.hamiltonfraser.co.uk](http://www.hamiltonfraser.co.uk)

Authorised by



[www.communities.gov.uk](http://www.communities.gov.uk)