mydeposits

Custodial amendments

Amendment	How to action under Custodial (EWC)	How to do this online	When can amendment be done?	Who can do this?
Tenant swap (joint tenancy)	Call, email or live chat confirming the outgoing tenant and the incoming tenant. We also need incoming tenant's email address and telephone number as mandatory information	N/A	Can be done at any point during the protection before release	mydeposits
Tenant swap (single tenancy)	This cannot be actioned	N/A	N/A	N/A
Remove a tenant	Email or live chat confirming the outgoing tenant accompanied with vacating sharer document	N/A	Can be done at any point during the protection before release	mydeposits
Add a tenant	Call, email or live chat confirming the additional tenant. We also need incoming tenant's email address and telephone number as mandatory information	N/A	Can be done at any point during the protection before release	mydeposits
Lead and co tenant swap	Call, email or live chat confirming who the new lead tenant is. Current lead tenant can also nominate a co tenant as the new lead tenant via the online portal themselves	Tenants go to tenancy tab and on co tenant profile card will have a symbol to 'set as a lead'	Can be done at any point during the protection including during release or resolution	mydeposits or lead tenant
Name change (marriage or divorce)	Call, email or live chat confirming the name change	N/A	Can be done at any point during the protection	mydeposits
Name change (deed poll)	Email or post copy of the deed poll	N/A	Can be done at any point during the protection	mydeposits

Name change (due to a passing)	Email copy of the death certificate along with proof of executor. For a tenant who's passed away, if no executor, can download declaration of deceased to complete and return with the death certificate	N/A	Can be done at any point during the protection	mydeposits
Adding a landlord to membership	Custodial private landlord accounts are in one name only, can add a joint landlord to the protection via online account	Go to property and joint landlord information, input name with email address and mobile number	Can be done at any point during the protection	mydeposits, private landlord, company landlord and agent
Adding an authorised contact to membership (private landlord and tenant account only)	Can add multiple authorised contacts onto membership via online account under profile	Go to my profile and add authorised contact	Can be done at any point	mydeposits, private landlord and tenant
Removing an authorised contact from membership (private landlord and tenant account only)	Can remove any authorised contacts from membership via online account under profile	Go to my profile and remove authorised contact	Can be done at any point	mydeposits, private landlord and tenant
Change of landlord due to sale of property (agent account only)	Reprotect as a new deposit protection under the new landlord record then request the deposit be transferred via email	N/A	Can be done at any point during the protection before release	mydeposits
Updating contact details	Update via online account, live chat, email or call	Go to my profile and click the edit pen icon next to contact details	Can be done at any point	mydeposits, private landlord, company landlord, agent and tenant
Change of business name (new legal entity)	This cannot be done - requires a brand new membership	N/A	N/A	N/A

Change of fixed term dates on protection. (Renew)	Renew via online account - will only change the end date	Go to tenancy and click renew tenancy then choose renew and enter new end date	Can be done at any point during the protection before release.	mydeposits, private landlord, company landlord and agent
Extend to periodic	Extend via online account	Go to tenancy and click renew tenancy then choose set as periodic tenancy	Can be done at any point during the protection before release	mydeposits, private landlord, company landlord and agent
Change date deposit paid	This cannot be actioned	N/A	N/A	
Change of deposit amount (increase)	Update via online account	Go to tenancy and click the pen edit icon by details and enter new deposit amount	Can be done at any point during the protection before release	mydeposits, private landlord, company landlord and agent
Change of deposit amount (decrease - deposit cap only)	Email depositcap@mydepositsco.uk using the spreadsheet to request reduction of deposit in line with the deposit cap	N/A	Can be done at any point during the protection before release	mydeposits
Amendment to property address	Update via online account	Go to property and click the pen edit icon and enter the corrected address	Can be done at any point during the protection	mydeposits, private landlord, company landlord and agent
Change of property (tenant moves)	This cannot be actioned	N/A	Requires a release and then lodge under the new protection	N/A
Add interested party to deposit protection	Update via online account	Go to tenancy and add interested party	Can be done at any point during the protection	mydeposits, private landlord, company landlord and agent
Remove interested party	Update via online account	Go to tenancy and click three dots by interested party profile card and click delete	Can be done at any point during the protection	mydeposits, private landlord, company landlord and agent

Updating bank/card details	Update via online account	Private landlord and tenant: Go to my profile and billng then add/edit/delete payment information. Agent & CL: Go to agency/business then billing to add/edit/delete payment information.	Can be done at any point during the protection	mydeposits, private Landlord, company landlord, agent and tenant
Add staff member (agent and company landlord account only)	Add via online account	Go to staff and add staff member	Can be done at any point	mydeposits, agent and company landlord
Create role (agent and company landlord only)	Create via online account	Go to staff then roles and create role	Can be done at any point	Agent and company landlord
Add/Update Signature/Logo.	Add/update via online account	Go to agency/business then company and add/update signature or logo	Can be done at any point	mydeposits, private landlord, company landlord and agent
Bulk upload tenancies/deposits	Import via online account	Go to tenancies and click bulk upload then follow the instructions	Can be done at any point	mydeposits, private landlord, company landlord and agent