

BRIGHT HILL PROPERTIES

Deposit Information

Your deposit is your money, held securely during the tenancy. This guide explains how it's protected, what it can be used for, and how to get it back.

How your deposit is protected

By law, your deposit must be protected in a Government-approved tenancy deposit scheme within 30 days of us receiving it, and you must be given the 'prescribed information' telling you where it is held. We protect deposits with MyDeposits. Protection keeps your money safe and gives you access to free, independent dispute resolution at the end of the tenancy.

How much can be held

Under the Tenant Fees Act 2019 the deposit is capped at five weeks' rent (or six weeks' rent where the annual rent is £50,000 or more).

What the deposit can be used for

At the end of the tenancy, reasonable deductions may be made for:

- Unpaid rent or bills.
- Damage beyond fair wear and tear.
- Cleaning required to return the property to its check-in condition.
- Missing items listed on the inventory.

Fair wear and tear

You can't be charged for 'fair wear and tear' — the gradual, reasonable deterioration expected from normal living, such as light carpet wear or minor marks. Deductions must reflect genuine damage or loss, taking the age and condition of items into account.

Getting your deposit back

After you move out, the property is checked against the inventory. Any undisputed amount is returned promptly, usually within about ten working days of agreeing the figures. If we can't agree deductions, either side can refer the dispute to the scheme's free adjudication service, which decides the matter independently based on the evidence — which is why the signed inventory and check-out report matter so much.

Tip

Leaving the property clean and undamaged, clearing any arrears, and providing a forwarding address are the quickest ways to get your full deposit back.

Bright Hill Properties

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This is a general guide for tenants in England, correct to the best of our knowledge as at 2026. Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.