



How this guide can help

The following guide provides you with basic information and advice on what to do if you are struggling to retrieve your deposit from your property owner or agency. If you would like additional support, you can contact us using the details below.

Advice Centre contact details

- **Tel** 023 80 59 2085
- **Email** advice@susu.org
- **Website** susu.org/support
- **Facebook** The Advice Centre – SUSU

Wellbeing

If you are concerned for yours or a fellow students wellbeing, you can contact the University's wellbeing team on studenthub@soton.ac.uk or by calling 023 80 599 599. They are available 24 hours a day, 7 days a week.

Deposit – the basics when moving out

To have the best chance of getting your deposit back in full you need to leave the property the same condition you found it when you moved in (the exception being 'fair wear and tear'). The way to provide evidence that you have maintained the good condition of the property is by gathering photos, videos, and/ or by checking the inventory you were given or made yourself at the start of your tenancy.

It will also help you to arrange a final check-out inspection of the property at the end of your tenancy with the property owner or agent.

Knowing what type of housing contract you have, and whether your deposit was protected, will help determine how you approach your deposit refund request (see below). For example, with some types of contracts, such as license agreements, property owners do not always have to protect housing deposits within a scheme.

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How to request the deposit refund

We suggest you take the following steps:

- Leave the property in good state and gather any evidence (e.g., photos, videos). If there has been damage, evidence the extent of it too.
- Write to the property owner requesting the refund. This can be via email. Make sure you save any communication.

If both you and your property owner agree the amount to be returned, your deposit should be returned. In 'custodial' deposit protection schemes the money should be returned within 10 working days of making a request (either you or the property owner can make the request); in 'insurance' based schemes your property owner will return the deposit to you.

How to challenge the proposed deductions

Firstly, the property owner should refund any undisputed amount to you within reasonable timescales (e.g., 10 working days from you requesting the money).

If the property owner does not return your deposit despite your requests, or you do not agree with proposed charges the property owner wants to make from your deposit you can 'raise a dispute' using the relevant deposit protection scheme.

It may be a good idea to send the property owner a letter confirming that this is what you intend to do.

Deposit dispute resolution is a free service that is offered by all deposit schemes. An independent assessor will decide based on evidence if any deductions to your deposit are fair or not.

Remember to include any photos, emails or other evidence you have. This will help back your claim for a deposit refund.

You will find an easy-to-follow guide on that on Shelter's 'How to Get Your Deposit Back' here: [How to get your deposit back - Shelter England](#)



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Disclaimer: While care has been taken to ensure that information contained in The Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.

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