

# How to retrieve your deposit through the Deposit Protection Service (DPS):

During your tenancy the nominated tenant will have received an email from the DPS confirming the deposit is protected and providing a ‘deposit ID’ and a ‘re-payment ID’ (you may want to check your junk mail for this).

When your deposit is released the DPS will invite you to log in to their website ([www.depositprotection.com](http://www.depositprotection.com)) using the deposit ID and repayment ID to confirm or reject the release. Once you’ve accepted the deposit return the nominated tenant will be asked to select how to receive your payments. The quickest way is to enter the bank details for each tenant. The nominated tenant will also be asked how much of the deposit each of the tenants should receive; this should be as per the deposit statement we send to you unless you all agree otherwise.

Once all the details are confirmed the payments should be in your accounts within 5 calendar days.

## Logging in to the Deposit Protection Service

Only the nominated tenant can log into the DPS to agree or dispute a deposit return. You will need your deposit ID and repayment ID. [Click here](#) to log in.

**Deposit ID:** This will have been provided to you by us and the DPS earlier in your tenancy and was included in your deposit statement email.

**Repayment ID:** This was emailed to you earlier in your tenancy by the DPS. They will not release it to us, please see the section below for how to obtain this if you have lost it.

**IMPORTANT:** If you log into the DPS using the deposit ID and your last name, you will NOT be able to release the deposit. You must log in with your repayment ID.

The screenshot shows the DPS login interface. At the top right, there are links for 'Help' and 'Fast Fair Secure'. Below that is a 'My Account' link. The main area has a green header 'Tenant'. It contains two sections: one for 'If you are the lead or sole tenant' (requiring deposit ID and repayment ID) and another for 'If you are not the lead or sole tenant' (requiring deposit ID and surname). Both sections mention that deposit IDs are found in confirmation advice. There are input fields for 'Deposit ID' and 'Repayment ID or Surname'. A blue link 'Forgotten your repayment ID?' is at the bottom left, and a green 'Log In' button is at the bottom right.

## What to do if you can't find your repayment ID for the Deposit Protection Service:

1. When your deposit was protected the DPS will have emailed your ‘Repayment ID’ to you. They will NOT release it to us for security reasons. If you can’t find your ‘Repayment ID’ please follow the instructions below.
2. You can request it by SMS by following the instructions below.
3. Or you can request it via their [online form](#).

To complete the form you will need the relevant information about your tenancy and deposit including the deposit ID which we will have provided to you in any emails about your deposit.

If you need any information from us to assist in completing the form please let us know.

You can find further help on the DPS [website](#).

The screenshot shows a 'Deposit Repayment Difficulties' page. It features a green header with a question mark icon and the title. Below are several green faq icons with corresponding questions:

- 1 The other party is not contactable / not responding to communications?
- 2 How do I make a Single Claim?
- 3 What happens if there is a dispute?
- 4 Can I send a Court Order for the deposit to be repaid?
- 5 The status of my deposit is "disputed claim", what do I do?
- 6 What do I do if my repayment ID is lost?

A detailed answer follows the last question, explaining how to request a repayment ID via SMS or online form. At the bottom, there's a note about verifying identity and a 'Return to FAQ categories' link.