



## OFT Sample Letter

*Copy and paste the wording below into a new document and then fill in the information in square brackets and delete alternatives as necessary.*

[Insert your address]  
Gibraltar

[Insert the Landlord's or Letting Estate Agent's address]  
Gibraltar

Dear Sir/Madam,

**Re: Deposits for [insert the rented property's address]**

[We/I] vacated the above property on [insert date].

[We/I] confirm that [we/I] have:

1. returned all sets of keys to [you/ your letting agent] on [insert date];
2. fulfilled all of the contractual obligations set out in [my/our] tenancy agreement; and
3. paid all relevant bills which are up to date.

Furthermore [we/I] confirm that no damage has been caused by to the property or its contents.

In light of the above [we/I] are now entitled to receive a refund of the deposit paid in respect of the property. [We/I] would be grateful this would be arranged as soon as possible.

If [we/I] do not hear from you within ten working days from the date of this letter [we/I] shall assume that you are withholding our deposit unjustly and will therefore proceed to make an official complaint to the Office of Fair Trading.

Furthermore [we/I] reserve [my/our] rights in relation to this matter, including the right to commence legal proceedings against you in relation to your failure to refund the deposit.

Yours sincerely

[Insert your name]