



The Deposit Protection Service

17 November 2008

## **SURVEY FINDS LANDLORDS AND TENANTS HAPPY**

The vast majority of tenants get on well with their landlord, according to a new poll carried out by The Deposit Protection Service (DPS), the only government approved custodial scheme for the safeguarding of tenants' deposits.

The new figures show that 84% of tenants get on well with their landlord and nearly a quarter of these described their relationship with their landlord as 'fantastic,' while 39% of tenants described their relationship as 'okay.' Only 16% of respondents said that they did not have a good relationship with their landlord.

With the UK experiencing a buoyant rental market at the moment - and 250 new landlords or agents signing up to The Deposit Protection Service every day - the new research disproves the common myth that tenants and landlords are always at odds.

Kevin Firth, Director at The DPS said: "It comes as no surprise that tenants and landlords are, in general, getting on. Our figures show that since deposit protection legislation was introduced, relatively few disputes have needed to be resolved through the Alternative Dispute Resolution (ADR) Service".

Since the DPS was established 18 months ago, just over 880 cases out of 113,000 repayments have been resolved through our ADR service.

Kevin Firth added: "Our own figures and the new poll both show that the relationship between tenants and landlords is a good one. Of course, it's vital to ensure that you undertake good research to pick the right tenant or landlord in the first place – make sure you know who you're dealing with – but in the main tenants and landlords have a good relationship".

The DPS, which was set up after new government legislation was introduced in 2007, is the only custodial scheme that protects deposits on behalf of the tenant and the landlord and accrues interest on the deposits it safeguards.

The Deposit Protection Service currently manages £240 million worth of active deposits, equating to over 300,000 separate deposits. Around 250 new landlords and agents sign up to the service every day.

**ENDS**

## **Notes to editors:**

### **1. The Deposit Protection Service (The DPS)**

The Deposit Protection Service is the only custodial tenancy deposit protection scheme accredited by the Government. It is provided free of charge, and funded entirely by the interest earned from deposits held in the scheme.

The DPS is run by [Computershare Investor Services PLC](http://www.computershare.com/uk/investor-services). Online self-service allows landlords to register and make deposit payments, transfers and repayments 24 hours a day. Paper based transactions can also be supported. Help and advice is available through a dedicated call centre during office hours.

An independent Alternative Dispute Resolution (ADR) service helps to resolve any disputes quickly and without the need for court action.

For more information, visit [www.depositprotection.com](http://www.depositprotection.com)

The survey was conducted on social networking site, Facebook. There were nearly six hundred respondents who were asked a range of questions. Responses were collected over a period of a week.

### **2. Computershare Limited (CPU)**

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