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DISPUTE RESOLUTION GUIDELINES RELEASED UNDER TDP SCHEME CO-OPERATION

A new 'Guide to Tenancy Deposits, Disputes and Damages' has been jointly published by all three government authorised tenancy deposit protection schemes today.

Since 2007 some 47,000 disputes have been settled by the schemes' alternative dispute resolution processes. The pooling of information on these disputes and their eventual outcomes has allowed the schemes to identify common issues and to work together to publish collective guidelines.

The guide covers items, such as the collation of evidence and what an adjudicator looks for when considering a dispute, and outlines the principles on which scheme adjudicators make decisions so that the process is consistent and transparent for letting agent, landlord and tenant alike.

Eddie Hooker, CEO of my|deposits, commented: "Whilst we are all competitors in the market, we do not compete on how we operate our dispute resolution services. It is right that all schemes follow the same principles and standards when dealing with deposit issues. Landlords and tenants should be able to understand the processes regardless of which scheme they use and expect a fair outcome to their dispute."

Kevin Firth, Director of The Deposit Protection Service (The DPS), the custodial scheme, added: "This guide represents a significant benefit for tenants, landlords and letting agents and is another example of how tenancy deposit legislation has acted to improve standards in the lettings industry. Everyone can get hold of a copy for free and understand for themselves how disputes are adjudicated, potentially helping them avoid these situations in the future."

And Steve Harriott, Chief Executive of the Tenancy Deposit Scheme (TDS) continued: "I'm delighted to see this joint approach between the schemes – we all follow consistent principles and it is only right that tenants and landlords get a uniform explanation of the approach taken, irrespective of which scheme they contact."

The guide, which will be available to download from each scheme's website from today, also discusses issues such as how to avoid disputes in the first place, the types of evidence accepted by adjudicators and how to deal with common problems such as wear and tear.

This is the first time all three schemes have worked together to publish educational information which is aimed at landlords, agents and tenants alike.

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Notes to editors:

About The Deposit Protection Service (The DPS)

The Deposit Protection Service is the 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](#). Online self-service allows landlords to register and make deposit payments, transfers and repayments 24 hours a day. Help and advice is available through a dedicated call centre during office hours. An impartial 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

About Computershare Limited (CPU)

Computershare (ASX:CPU) is a global market leader in transfer agency and share registration, employee equity plans, proxy solicitation and stakeholder communications. We also specialise in corporate trust services, tax voucher solutions, bankruptcy administration and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in data management, high volume transaction processing, payments and stakeholder engagement. Many of the world's leading organisations use these core competencies to help maximise the value of relationships with their investors, employees, creditors, members and customers.

Computershare is represented in all major financial markets and has over 10,000 employees worldwide.

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For press queries, please contact:

Sarah Goldsbrough, PR Manager, The Deposit Protection Service

sarah.goldsbrough@computershare.co.uk

0870 702 0003 ext.1520