



**30 December 2010**

### **Millions of Pounds of Unclaimed Deposits Are Returned**

More than £3m of unclaimed tenant deposits have been returned since last year, according to The Deposit Protection Service (The DPS).

This substantial reduction in unclaimed deposits is testament to the scheme's new text messaging service says Director Kevin Firth:

"We introduced a text messaging service to help remind users to re-claim their deposit at the end of their tenancy, a tactic that has so far helped £3m of unclaimed funds find its way back to its rightful owners.

"As well as the introduction of SMS, we have worked hard to track the addresses and phone numbers of tenants; and informed all existing tenants that these details must be kept up to date so it's easier to get in touch with them if money is unclaimed at the end of the tenancy."

Despite an impressive £3m being returned, there remains £2m that is yet to be claimed and The DPS is appealing to tenants to step forward and re-claim these deposits.

"There is still a significant amount of unclaimed monies and tenants are missing out on money which is rightfully theirs. We are committed to repaying deposits as quickly as possible – and text message notification has helped enormously with this challenge but unfortunately some tenants are still not keeping their contact details up to date, putting their deposit in limbo," explained Mr Firth.

"As soon as we have the relevant information we can refund the deposit, which I am sure will help tenants pay for their Christmas!"

The DPS now protects nearly 670,000 UK deposits. 4,627 are waiting for the response of the lead tenants before they can be repaid.

**ENDS**

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**Editor's Notes:**

**About 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](http://www.depositprotection.com)

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**List of unclaimed deposits by County**

County	Total Number	Percentage
Bedfordshire	36	0.79%
Berkshire	54	1.18%
Buckinghamshire	35	0.76%
Caernarfonshire	10	0.22%
Cambridgeshire	49	1.07%
Carmarthenshire	24	0.52%
Ceredigion	14	0.31%
Cheshire	63	1.37%
Clwyd	6	0.13%
Cornwall	38	0.83%

Cumbria	48	1.05%
Denbighshire	6	0.13%
Derbyshire	71	1.55%
Devon	163	3.56%
Dorset	68	1.48%
Durham	81	1.77%
East Sussex	68	1.48%
Essex	58	1.26%
Flintshire	3	0.07%
Glamorgan	166	3.62%
Gloucestershire	80	1.74%
Greater Manchester	350	7.63%
Gwent	19	0.41%
Gwynedd	9	0.20%
Hampshire	108	2.36%
Herefordshire	53	1.16%
Hertfordshire	58	1.26%
Humberside	51	1.11%
Isle of Anglesey	3	0.07%
Isle of Wight	8	0.17%
Kent	107	2.33%
Kent	9	0.20%
Lancashire	181	3.95%
Leicestershire	78	1.70%
Lincolnshire	79	1.72%
London	729	15.90%
Merseyside	153	3.34%
Monmouthshire	6	0.13%
Norfolk	70	1.53%
North Yorkshire	113	2.46%
Northamptonshire	23	0.50%
Northumberland	33	0.72%
Nottinghamshire	95	2.07%
Oxfordshire	60	1.31%
Pembrokeshire	9	0.20%
Powys	2	0.04%
Rutland	1	0.02%
Shropshire	14	0.31%
Somerset	146	3.18%
South Yorkshire	140	3.05%
Staffordshire	67	1.46%
Suffolk	41	0.89%
Surrey	60	1.31%
Tyne and Wear	151	3.29%
Warwickshire	17	0.37%
West Midlands	153	3.34%
West Sussex	40	0.87%
West Yorkshire	143	3.12%
Wiltshire	41	0.89%
Worcestershire	24	0.52%