



News Release

Date:	Monday 12 January 2015
Subject:	18% of landlords, 23% of tenants missed deadlines for evidence during deposit disputes during 2014, says The DPS

Bristol, Monday 12 January 2015 – The Deposit Protection Service (DPS) today encouraged both landlords and tenants to submit evidence on time during tenancy disputes after figures revealed that large numbers failed to do so during 2014.

The DPS – which protects deposits during tenancies and provides a separate independent adjudication service for the adjudication of disputes – says that 17.63% of landlords required to submit evidence after agreeing to dispute resolution either missed their deadline or sent in nothing during 2014, meaning an automatic ruling or pay out for the tenant.

According to the DPS' figures, tenants were even less likely to submit evidence in time, with over 22.86% either providing evidence after the deadline or failing to deliver any at all.

Alexandra Coghlan-Forbes, Head of Adjudication at the DPS, said: "Too many landlords and tenants are shooting themselves in the foot during disputes by failing to get us the evidence we need to assess their cases.

"Our Alternative Dispute Resolution (ADR) service ensures an impartial adjudication for both landlord and tenant, but is reliant on both parties submitting proper evidence in good time to work effectively.

"We do everything we can to make sure both parties understand what's needed and by when, and it's important that both landlords and tenants meet the 14-calendar day deadline."

During 2014 failing to submit evidence at all was more common than missing deadlines, with evidence from more than one in ten (10.37%) of landlords and 15.77% of tenants never being submitted.

The DPS ensures both landlord and tenant are fully informed of the process and the deadlines they need to meet. For details on the dispute process, including evidence deadlines, visit www.depositprotection.com.

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For any media enquiries

The Deposit Protection Service

Joe Williams

Public Relations Manager

+44 (0)870 702 003 x1520

joe.williams@computershare.co.uk

Notes

1. For high resolution images of spokespeople, visit <http://cpu.vg/spokespeople>

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 was approved by the UK government to run an insured TDP scheme in September 2012 in addition to the approval it has already been granted by the UK government in respect of the custodial 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

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