



News Release

Date:

Embargoed until 12.01am on Thursday 4 October 2018

Subject:

One in five students loses part of their tenancy deposits, warns
The Deposit Protection Service (including 12 'top tips' for
students)

The Deposit Protection Service (The DPS) has said that one in five (22%) students lost part of their tenancy deposit when they left their accommodation at the end of the last academic year.

UK landlords must protect any deposit they take from renters in case of damage or losses during the course of a tenancy with a third party.

The DPS is the UK's largest scheme, and says that students arriving at university can drastically improve their chances of receiving their deposit when they leave by acting now.

Julian Foster, Managing Director at The DPS, said: "Like anyone renting accommodation, students must act responsibly during their tenancies and be aware of both their rights and responsibilities.

"If their deposit is protected, our free Dispute Resolution Service can ensure that they can challenge any deduction they consider unreasonable, and that an independent adjudicator will consider their evidence before making a decision.

"The system also gives landlords a chance to reclaim any costs created by the behaviour of their tenants, so student renters should think and act in a way that prevents damage or other losses from the very first day of their tenancy – not just towards the end of the academic year."

The DPS says that cleaning (63%) is the common reason cited by landlords claiming part of their tenants' deposits, followed by damage to property (54%), redecoration (37%), rent arrears (23%), gardening (16%), replacing missing items (16%) and paying outstanding bills (4%).

The DPS offers 12 'top tips' on how students can increase their chances of retaining their deposits.

1. First and foremost, make sure your landlord protects your deposit with an authorised deposit protection scheme.
2. When you move in, agree an inventory with other tenants and return it to your landlord.
3. If the landlord is unknown to you, make sure you check their name against your university or student union's list of approved landlords.

4. Remember every tenancy agreement can be different: make sure you read yours and understand your rights and obligations.
5. Record all communication with your landlord in writing, particularly any agreements you make, follow up phone calls with what was agreed by email.
6. Keep copies of any documents, receipts and email correspondence relating to your tenancy.
7. Report any defects with the property promptly and in writing, including the cause of the problem when you can.
8. If you ever take photos of problems in the property, make sure they are date stamped.
9. Remember your obligations as tenants are likely to be what are known legally as "joint and several": if one individual tenant does not accept personal responsibility when something goes wrong, such as a breakage, then it becomes the joint responsibility of all the tenants.
10. Remember most tenancy agreements stipulate that tenants are liable for damage to communal areas as well as within your own room.
11. Remember liability generally extends right until the end of the tenancy: if you move out before other tenants, you could remain jointly responsible for the property.
12. Attend the checkout inspection at the end of your tenancy and take your own photographs if necessary.

Ends

For any media enquiries

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Notes

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

About The DPS

The Deposit Protection Service's custodial tenancy deposit protection scheme is 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 Dispute Resolution 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, mortgage servicing, proxy solicitation and stakeholder communications. We also specialise in corporate trust, bankruptcy, class action and a range of other diversified financial and governance services.

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

Computershare is represented in all major financial markets and has over 16,000 employees worldwide.

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