



News Release

Date: Tuesday 21 December 2020

Subject: Damages and cleaning made up half of tenancy deposit claims in 2020, says The DPS

Bristol, – Just over half of the claims made by landlords against tenancy deposits in 2020 cited a need to clean or make repairs to the property or its contents, The Deposit Protection Service (The DPS) has revealed.

Costs for damage made up 27% of claims, while cleaning was cited in 25% and outstanding bills in just 2%.

Claim type	Claim %
Damages	27%
Cleaning	25%
Other	15%
Redecoration	11%
Rent arrears	8%
Missing items	7%
Gardening	5%
Outstanding bills	2%

Matt Trevett, Managing Director at The DPS, said: "It can be very frustrating for both parties when a landlord feels they need to charge a tenant for problems that could have been addressed before they left the property.

"We always encourage landlords and tenants to stay in touch throughout the tenancy so everyone understands their obligations and can work together to find solutions before a tenancy ends.

"This includes an awareness of the standard to which a property must be cleaned when tenants vacate as well as the need to address any damage or wear and tear beyond what you might reasonably expect to have occurred during a normal tenancy of its length."

When landlords and tenants do not agree about deductions at the end of a tenancy, The DPS provides a free, independent Dispute Resolution Service to decide an outcome.

The organisation's figures for 2020 show that landlords who entered dispute were awarded at least some of their claim in 75% of cases, with tenants being awarded at least part of the amount claimed in 80% of cases.

The DPS said that around £4 million of deposit money had gone to landlords through its Dispute Resolution Service process during 2020, although just 3% of all tenancies had ended in dispute.

The DPS also said that during 2020 it had:

- Protected around 1.75m deposits
- Scored an average of 9.8 out of 10 in customer feedback on the quality of service provided by its Contact Centre
- Scored 46 in its Net Promoter Score – a widely-used measure of customer satisfaction and loyalty. The industry average is 43
- Answered more than 350,000 calls and responded to 86,000 emails
- Hosted over 3,000 attendees at a series of free, online webinars on tenancy disputes
- Enabled 130 employees to work from home during the pandemic

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For any media enquiries

Sarah Chidgey

PR Manager +44 (0)370 702 0003 x1534

sarah.chidgey@computershare.co.uk

Notes

1. For high resolution images of spokespeople, visit <http://cpu.vg/spokespeople>.
2. More than 2,000 people took part in The DPS' annual customer satisfaction survey, the results of which formed the calculations for the organisation's Net Promoter Score
3. The DPS' claims data covers the period 1 January to 24 November 2020

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.

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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.

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