



The Deposit Protection Service

30 April 2010

Text alerts speed up deposit repayments

The Deposit Protection Service (DPS) has introduced instant text messaging contact for landlords and tenants to speed up the repayment of tenant deposits.

The text service – an industry first – will include updates on necessary actions for repayments, single claims and dispute resolution.

Kevin Firth, Director of The DPS, said: “Our text messaging service will help ensure that our customers have all the information they need. It’s a great way to notify landlords and tenants of key milestones in the repayment process.

“We’re always looking for innovative ways to enhance our service and feedback from our customers is that text messaging will save landlords and tenants time and money.”

The text service delivers alerts straight to mobile phones and will help landlords and lead tenants keep on top of key actions concerning the repayment of their deposits.

Kevin Firth explained: “If you are one of the 405,000 landlords and lead tenants who use our service then please make sure we have your correct mobile number on our system so we can send you these important alerts.

“It only takes a few minutes to check your details and update them if necessary by logging onto your account at www.depositprotection.com/login.”

ENDS

For any further information, please contact:

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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

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