



Statistical Briefing

2018-19

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Executive Summary

TDS England & Wales



Growth of the PRS

- The private rented sector (PRS) remains larger than the social rented sector in England, while staying smaller in Wales.
- The number of private rented homes has risen in England from 2.13 million in 2001 to 4.78 million in 2017 and in Wales from 90,000 to 203,000.
- The value of tenancy deposits has increased year on year from £885,098,501 in March 2008 to a total of £4,408,543,668 in March 2019.
- The value of the average deposit has increased from £880 in March 2010 to £1,108 in March 2019.
- There has been an increase in protected tenancy deposits with 924,181 protected in March 2008 to 3,979,202 protected in March 2019.

Dispute numbers

- Adjudications completed by all tenancy deposit schemes has risen from 458 in 2008 to 35,513 in 2019.
- Since 2013, the percentage of total deposits protected resulting in a dispute, across all tenancy deposit protection schemes, has remained low, ranging between 0.82% and 0.92%. Currently the rate sits at 0.89%.

Reasons for disputes in England and Wales

- Of the cases submitted to TDS Insured in 2018-19, cleaning appeared as a reason in 53% of cases, with damage arising in 49%.
- 67.4% of disputes raised with TDS Insured were raised by tenants in 2018-19, with 23.48% raised by the agent and 9.12% raised by the landlord.

About TDS

The Tenancy Deposit Scheme is a government-approved, not-for-profit company that provides Insured and Custodial tenancy deposit protection (TDP) in the private rented sector.

The tenancy deposit protection legislation was introduced in April 2007 in England and Wales as a result of the 2004 Housing Act. Similar provisions came into force in Scotland in July 2012 and in Northern Ireland in April 2013.

This briefing contains key statistics* on tenure, deposit protection and disputes in England and Wales, Northern Ireland and Scotland to 31 March 2019.

*Some of the data included is government data released under the Freedom of Information Act. Other data is the Tenancy Deposit Scheme's own internal performance reporting.

1 Tenure in England and Wales

Tenure in England (2001 to 2017)

Tenure in the private rented sector in England dipped from 4.83 million homes in 2016 to an estimated 4.78 million homes in 2017, as shown in Table 1. This is the first decrease since 2001, from which it saw a steady increase up until 2016. The private rented sector remains larger than the social rented sector which, in comparison, is an estimated 4.04 million in 2017, showing a decrease from 4.3 million homes in 2001.

The number of owner occupied homes in England showed an increase from 14.73 million homes in 2001 to 15.06 million homes in 2017, which is the highest it's been since 2007.

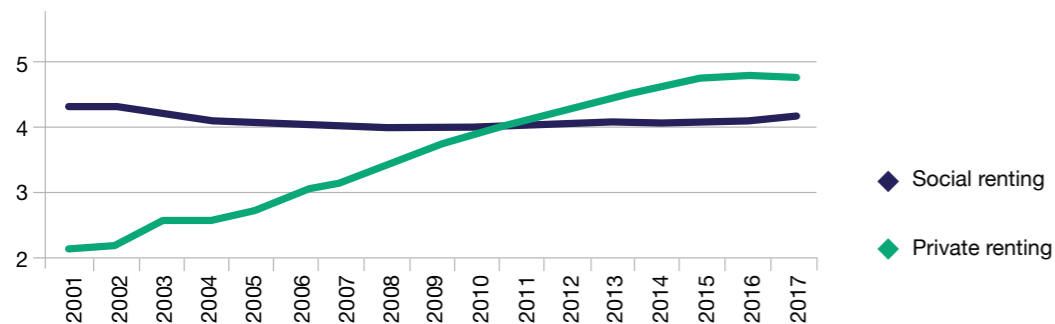
Table 1: Tenure in England 2001 to 2017 (millions of homes)

Year	Owner occupation	Social renting	Private renting
2001	14.735	4.339	2.133
2002	14.846	4.310	2.197
2003	14.752	4.212	2.549
2004	14.986	4.120	2.578
2005	15.100	4.050	2.720
2006	15.052	4.034	2.987
2007	15.093	4.013	3.182
2008	15.067	4.000	3.443
2009	14.968	4.022	3.705
2010	14.895	4.032	3.912
2011	14.827	4.044	4.105
2012	14.754	4.068	4.286
2013	14.685	4.100	4.465
2014	14.674	4.012	4.623
2015	14.684	4.030	4.773
2016	14.801	4.042	4.832
2017	15.062	4.102	4.786

Source: Housing Review JRF/CIH 2019

Figure 1 illustrates the rapid growth of the private rented sector in England, and how it has overtaken the social housing sector in recent years.

Figure 1: Private renting and social renting in England 2001-2017 (homes in millions)



Source: Housing Review JRF/CIH 2019

Tenure in Wales (2001 to 2017)

A similar picture emerges in Wales showing rapid growth of the private rented sector, from 90,000 homes in 2001 to 203,000 in 2017. In comparison, the social rented sector has risen from 224,000 homes in 2001 to 226,000 homes owned by local authorities and housing associations in 2017.

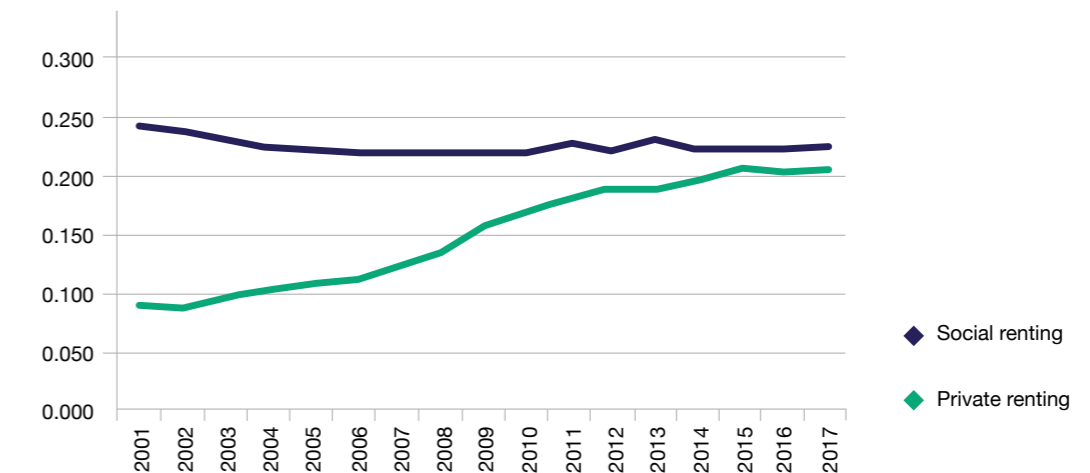
Table 2: Tenure in Wales 2001 to 2017 (Millions of homes)

Year	Owner occupation	Social renting	Private renting
2001	0.941	0.243	0.090
2002	0.957	0.240	0.089
2003	0.966	0.233	0.097
2004	0.980	0.226	0.103
2005	0.990	0.223	0.108
2006	0.998	0.222	0.113
2007	1.002	0.221	0.122
2008	1.001	0.221	0.135
2009	0.989	0.220	0.157
2010	0.983	0.221	0.171
2011	0.980	0.230	0.181
2012	0.977	0.223	0.191
2013	0.983	0.233	0.190
2014	0.981	0.223	0.196
2015	0.974	0.224	0.208
2016	0.986	0.224	0.202
2017	0.990	0.226	0.203

Source: Housing Review JRF/CIH 2019

The chart below (Figure 2) shows the growth of the private rented sector in Wales from 2001 to 2017. This, in comparison to England, illustrates that the PRS in Wales has yet to overtake the social rented sector.

Figure 2: Private renting and social renting in Wales 2001-2017 (homes in millions)



Source: Housing Review JRF/CIH 2019

2 Tenancy Deposits in England and Wales

In England and Wales, deposits taken on Assured Shorthold Tenancies (AST's) must be protected in a Government-approved TDP scheme. Tenancy deposit protection legislation came into force in April 2007 and over the years there has been a steady increase in the number of tenancy deposits protected, reflecting the increase in the size of the private rented sector.

The table below (Table 3) illustrates the growth of tenancy deposits protected in England and Wales in both Insured and Custodial schemes since March 2008.

The value of deposits protected has also increased over the years and now stands at over £4.4 billion at 31 March 2019 (Table 4).

Table 3: Number of tenancy deposits protected in England and Wales (March 2008 to March 2019)

Year	Total deposits protected
March 2008	924,181
March 2009	1,553,130
March 2010	1,888,532
March 2011	2,220,543
March 2012	2,374,385
March 2013	2,659,301
March 2014	2,848,110
March 2015	3,066,130
March 2016	3,425,718
March 2017	3,691,242
March 2018	3,840,216
March 2019	3,949,202

Source: MHCLG FOI Data 2019

Table 4: Total value of tenancy deposits protected in England and Wales (March 2008 to March 2019)

Year	Value of tenancy deposits
March 2008	£885,098,501
March 2009	£1,406,482,263
March 2010	£1,661,896,693
March 2011	£2,104,219,832
March 2012	£2,325,317,355
March 2013	£2,637,843,361
March 2014	£2,865,824,221
March 2015	£3,187,501,867
March 2016	£3,566,784,769
March 2017	£4,017,045,899
March 2018	£4,159,663,783
March 2019	£4,408,543,068

Source: MHCLG FOI Data 2019

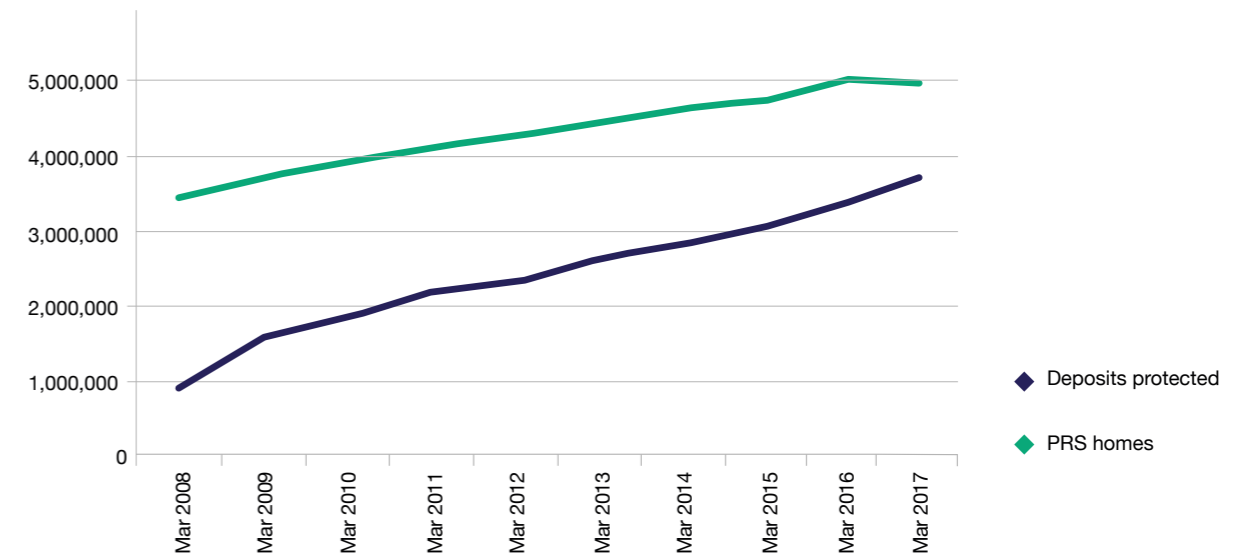
Table 5: Total number and value of tenancy deposits protected by TDS in Wales (31 March 2019)

	TDS Insured	TDS Custodial
Number of deposits protected at 31 March 2019	41,928	2,634
Value of deposits protected at 31 March 2019	£29,080,837.06	£1,677,892.88

Source: MHCLG FOI Data 2019

Figure 3 shows how the numbers of tenancy deposits protected has increased in line with the growth of the private rented sector in England and Wales.

Figure 3: Tenancy deposits protected compared to the number of private rented sector homes in England and Wales since March 2008

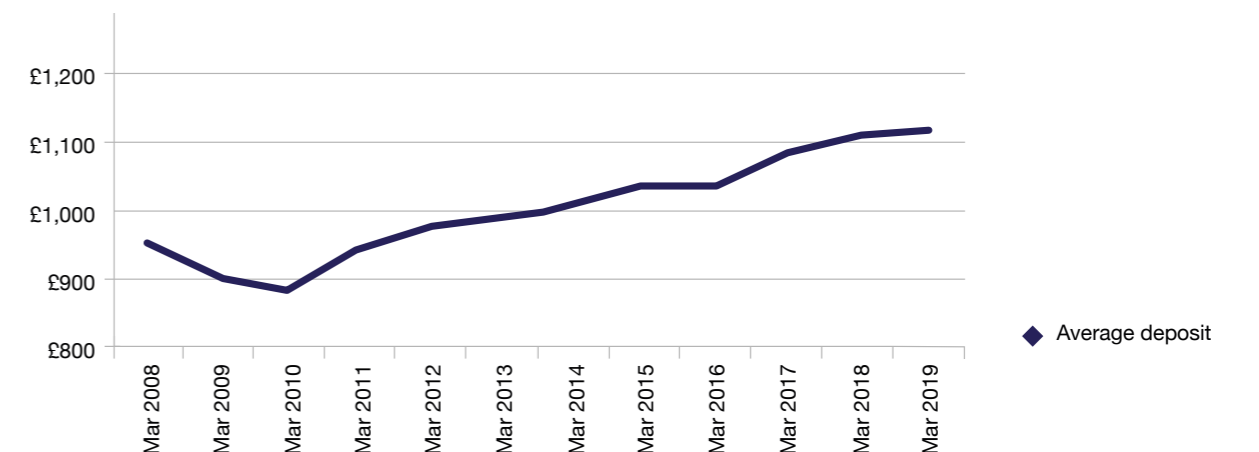


Source: MHCLG FOI Data 2019

Average value of tenancy deposits protected in England and Wales (March 2008 to March 2019)

Figure 4 shows the average value of tenancy deposits protected over the last eleven years. This has fluctuated from a low of £880 in March 2008 to a high of £1,110 in March 2018. In March 2019, the average deposit was £1,108. It should be noted that these figures do not illustrate the large variations between regions in England and Wales.

Figure 4: Average value of tenancy deposits protected in England & Wales (April 2007 to March 2019)



Source: MHCLG FOI Data 2019

3 Disputes

The legislation covering TDP in England and Wales provides for free alternative dispute resolution if the parties are unable to agree how the tenancy deposit should be divided at the end of the tenancy.

Adjudications as a percentage of tenancy deposits protected

TDP legislation was introduced, in part, in response to concerns that a significant minority of tenants felt that their tenancy deposit was unreasonably withheld and had experienced difficulty in getting their deposit back.

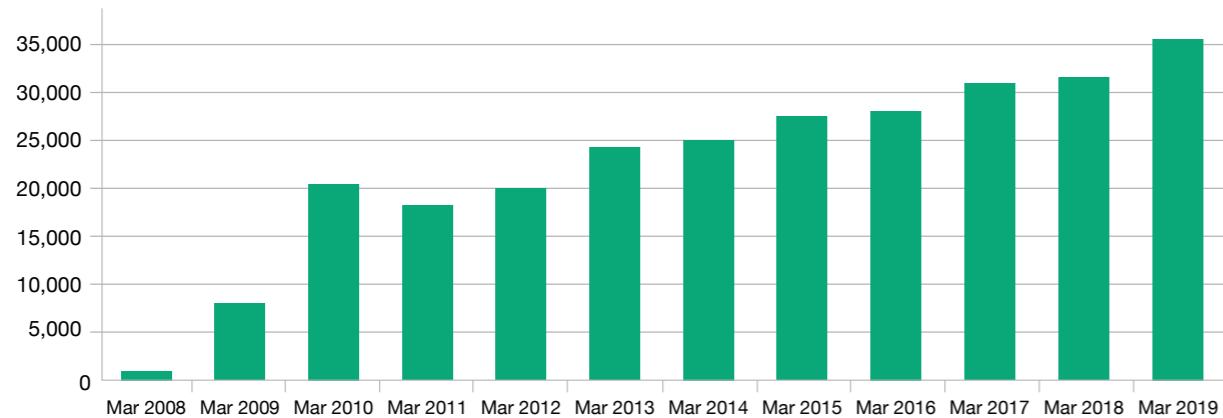
However, the consistent experience of the schemes is that disputes are raised in a low proportion of cases, typically fewer than 1% of tenancy deposits protected.

Table 6: Adjudications as a percentage of tenancy deposits protected in England & Wales (March 2008 to March 2019)

Year	Dispute percentage	Total disputes
March 2008	0.05%	458
March 2009	0.52%	8,098
March 2010	1.08%	20,363
March 2011	0.82%	18,156
March 2012	0.85%	20,279
March 2013	0.92%	24,448
March 2014	0.88%	25,029
March 2015	0.89%	27,816
March 2016	0.82%	28,100
March 2017	0.83%	30,742
March 2018	0.85%	31,865
March 2019	0.89%	35,513

Source: MHCLG FOI Data 2019

Figure 5: Adjudications completed by year, for all tenancy deposit schemes in England & Wales (March 2008 to March 2019)



Source: MHCLG FOI Data 2019

Reasons for tenancy deposit disputes

The table below (Table 9) shows the issues arising in TDS' dispute cases since 2012. Cleaning remains the most common area of dispute in the cases we deal with, appearing in over half our cases in each year. Damage claims follow closely behind.

Table 9: Reasons for tenancy deposit disputes in TDS Insured (2012 to 2019)

Dispute	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Cleaning	56%	53%	58%	57%	56%	54%	53%
Damage	43%	46%	51%	51%	51%	49%	49%
Redecoration	30%	29%	31%	32%	28%	31%	30%
Gardening	13%	14%	17%	16%	16%	16%	15%
Rent arrears	17%	16%	19%	19%	20%	20%	18%

*Percentage of cases where claims arise 2018-19

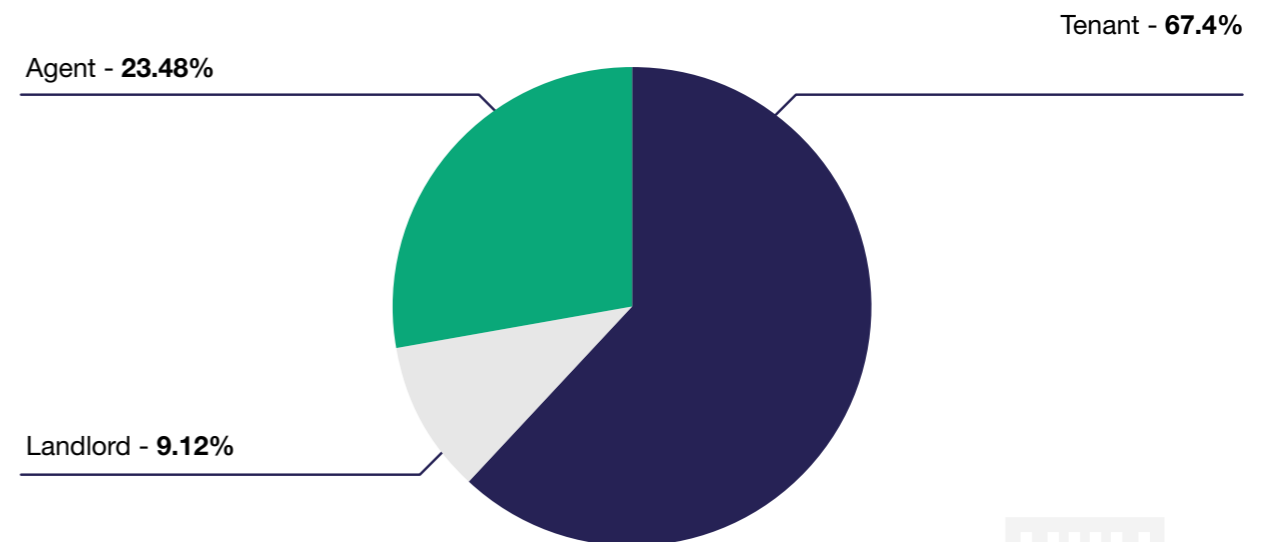
Source: TDS disputes data 2012-19

Who raises tenancy deposit disputes with TDS?

TDS is the only TDP scheme which allows agents, landlords and tenants to raise disputes in its principal membership category in the Insured scheme. Disputes in the Custodial scheme arise because the parties are unable to reach agreement during the repayment process and are not specifically raised by one party.

In recent years, we have seen a steady increase in the proportion of disputes being raised by tenants. In the year to March 2019, this has risen to 67.4% compared to 61.8% in the previous year.

Figure 6: Who raises disputes with TDS? (2018-19)



Source: TDS Disputes Data 2012 to 2019 (for TDS Insured only)

Executive Summary

TDS Northern Ireland



Growth of the PRS

- The private rented sector (PRS) is now the same size as the social housing sector (Northern Ireland Housing Executive and housing associations).
- The number of PRS homes in Northern Ireland has risen significantly over the years, from 37,000 in 2001 to 133,000 in 2017.
- There has been an increase in protected tenancy deposits with 17,544 protected in March 2014 to 56,786 protected in March 2019.
- The value of tenancy deposits has increased year on year from £9,901,267 in March 2014 to £34,064,162 in March 2019.
- The value of the average deposit has fluctuated - the average was £564 in March 2014 and £600 in 2019



Dispute numbers

- Adjudications completed by all tenancy deposit schemes have varied between 62 in 2013-14 and 556 in 2018-19.
- The percentage of total deposits protected resulting in a dispute has remained low, ranging from 0.35% to 1.14%. In March 2019, the rate sat at 0.98%.



Reasons for disputes in Northern Ireland

- Of the cases submitted to TDSNI (Insured and Custodial combined) in 2018 to 2019, cleaning appeared as a reason in 47% of cases, with damage in 38%.
- In 2018-19, TDSNI Insured took 6.5 days to resolve disputes, while the Custodial scheme took 4 days.

About TDS Northern Ireland

The Tenancy Deposit Scheme Northern Ireland is a government-approved, not-for-profit company that provides Insured and Custodial tenancy deposit protection in the private rented sector.

The tenancy deposit protection legislation was introduced in April 2013 in Northern Ireland under the Tenancy Deposit Schemes Regulations (Northern Ireland) 2012. This follows the introduction of similar provisions in England and Wales in April 2007, and in Scotland in July 2012.

This briefing contains key statistics* on tenure, deposit protection and disputes in Northern Ireland from April 2013 to March 2019.

*Some of the data included is data released by the NI Department for Communities. Other data is the Tenancy Deposit Scheme Northern Ireland's own internal performance reporting.

1 Tenure in Northern Ireland

The PRS in Northern Ireland has grown strongly from 2001 to 2017. Since 2001, it has increased from an estimated 37,000 homes to 133,000 in 2017. The PRS is now the same size as the social rented sector which has decreased from 149,000 homes in 2001 to 133,000 in 2017.

Table 10: Tenure in Northern Ireland 2001 to 2017 (thousands of homes)

Year	Owner occupation	Social renting	Private renting
2001	488	149	37
2002	481	140	47
2003	491	134	54
2004	501	122	61
2005	505	125	68
2006	508	122	76
2007	523	121	69
2008	524	123	83
2009	517	123	97
2010	521	125	106
2011	512	126	121
2012	514	124	121
2013	510	123	130
2014	513	124	130
2015	524	116	131
2016	505	132	140
2017	517	133	133

Source: Housing Review JRF/CIH 2019

Figure 7: Tenure in Northern Ireland in 2017 (percentage of homes)

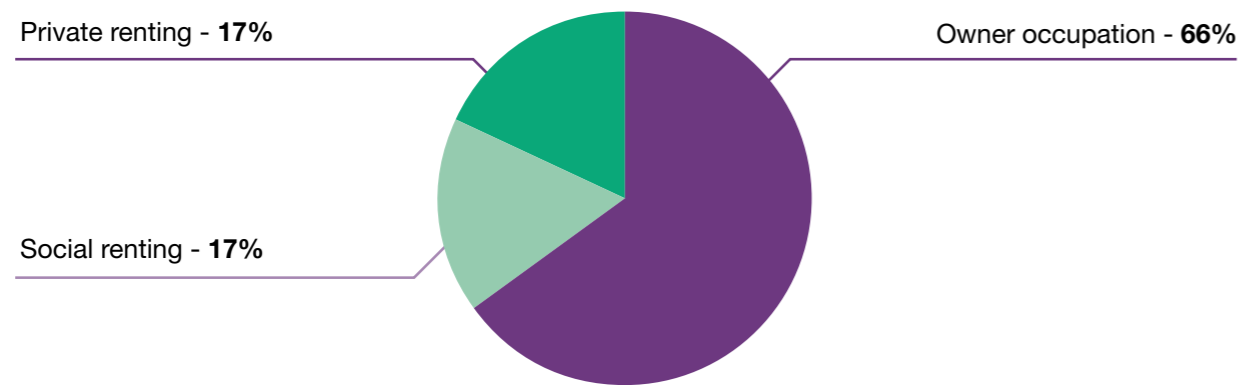
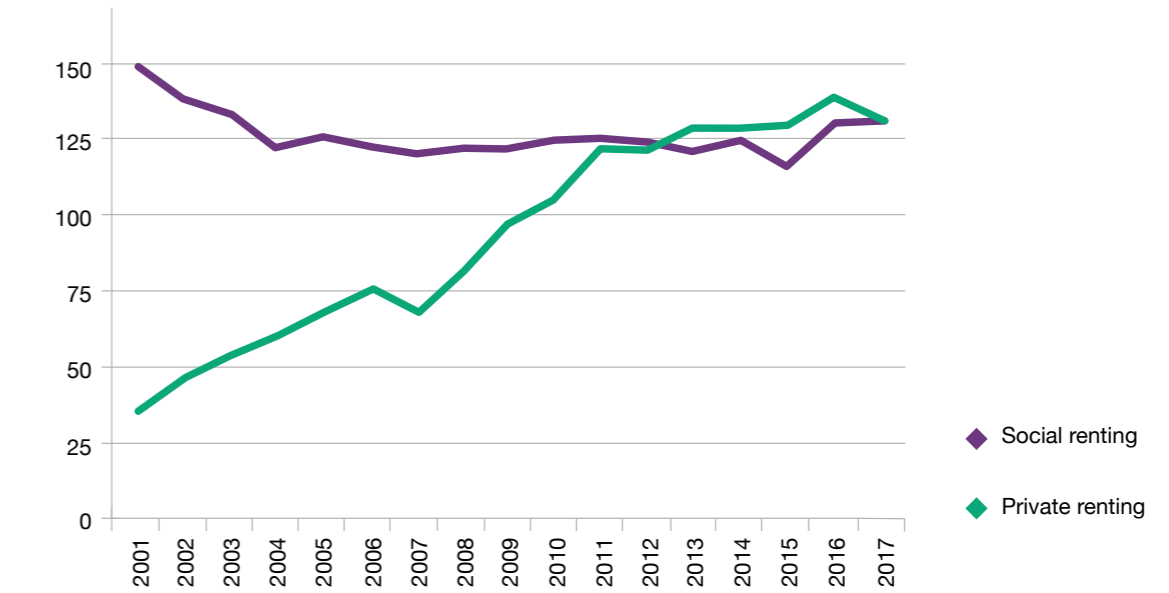


Figure 8 shows the rapid growth of the private rented sector in Northern Ireland and how it is now the same size as the social housing sector.

Figure 8: Private renting and social renting in Northern Ireland 2001-2017 (homes in millions)



Source: Housing Review JRF/CIH 2019

2 Tenancy deposits in Northern Ireland

In Northern Ireland, deposits taken on private tenancies must be protected in a government-approved tenancy deposit scheme. Tenancy deposit legislation came into force in April 2013 and there has been a consistent growth in the number of tenancy deposits protected.

The table below shows the growth of tenancy deposits protected in Northern Ireland in both Insured and Custodial schemes since April 2013.

Table 11: Number of Tenancy Deposits protected in Northern Ireland (March 2014 to March 2019)

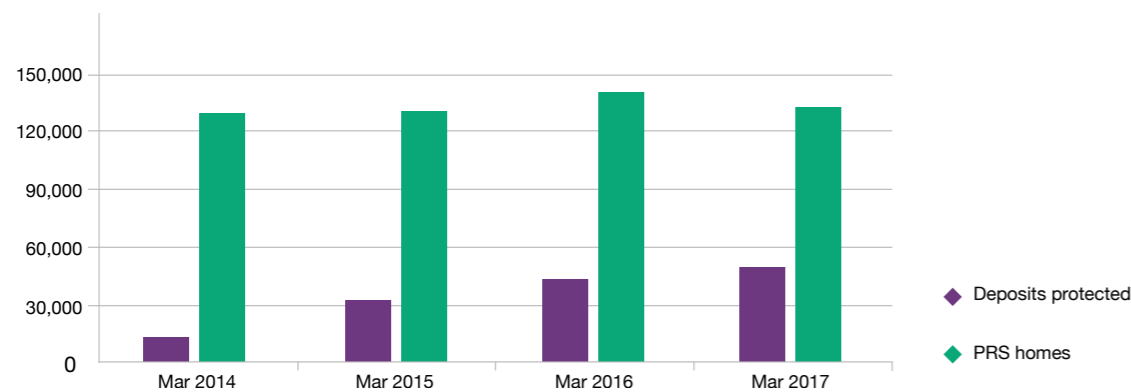
Year	Total deposits protected
March 2014	17,544
March 2015	32,722
March 2016	43,211
March 2017	49,102
March 2018	53,510
March 2019	56,786

Source: NI Department for Communities 2019

Figure 9 illustrates how the number of tenancy deposits protected has increased since the legislation came into force.

In 2017, there were 133,000 homes in the private rented sector in Northern Ireland compared with 49,102 tenancy deposits protected. Not all of the 133,000 homes in the private rented sector will take a deposit and a number of homes are not covered by the Tenancy Deposit Schemes Regulations. However, there is a significant gap between the number of homes in the private rented sector and the number of deposits protected. This remains an area worthy of closer examination by policy makers.

Figure 9: Tenancy deposits protected compared to the number of private rented sector homes in Northern Ireland (March 2014 to March 2017)



Source: NI Department for Communities 2019

Tenancy deposits by value

The value of tenancy deposits protected has also grown over the years, standing at £34,064,162 in March 2019.

The table below shows the total value of deposits protected at the year end since 2014.

Table 12: Total value of tenancy deposits protected in Northern Ireland (March 2014 to March 2019)

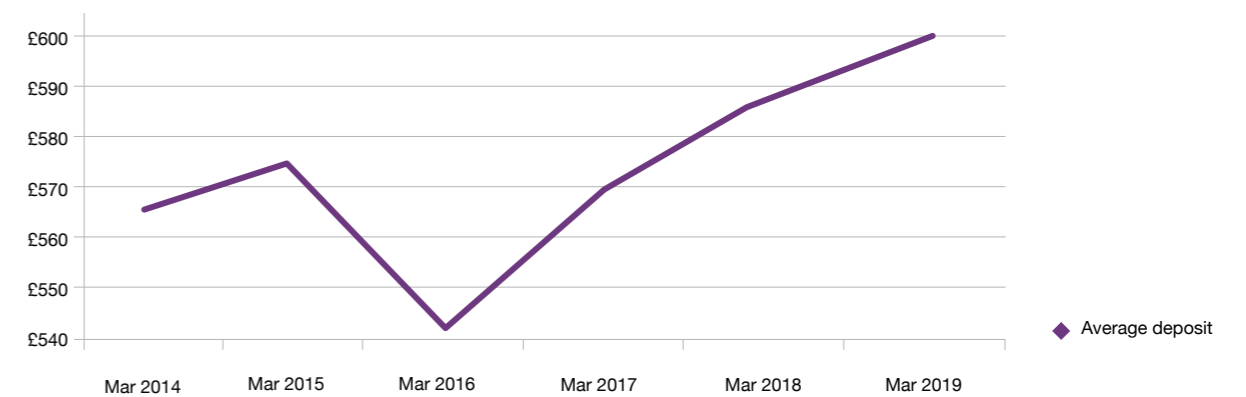
Year	Value of tenancy deposits
March 2014	£9,901,267
March 2015	£18,757,501
March 2016	£23,430,569
March 2017	£28,405,824
March 2018	£31,395,767
March 2019	£34,064,162

Source: NI Department for Communities 2019

Average value of tenancy deposits protected in Northern Ireland (March 2014 to March 2019)

The graph below (Figure 10) illustrates the average value of tenancy deposits protected in Northern Ireland since 2014. This has remained fairly steady, ranging between £542 and £600.

Figure 10: Average value of deposits protected in Northern Ireland (March 2014 to March 2019)



Source: NI Department for Communities 2019

3 Disputes

Legislation covering tenancy deposit protection in Northern Ireland provides for free alternative dispute resolution if the parties are unable to agree how the tenancy deposit should be repaid at the end of the tenancy.

Disputes as a percentage of tenancy deposits protected

As the table below shows (Table 13), the TDP schemes consistently experience a very low proportion of dispute cases raised. Since 2014, the rate has ranged from 0.35% to 1.14%. This indicates that parties are generally successful in reaching agreement without the need to raise a dispute with the schemes.

Table 13: Adjudications as a percentage of tenancy deposits protected in Northern Ireland (March 2014 to March 2019)

Year	Dispute percentage
March 2014	0.35%
March 2015	1.02%
March 2016	1.14%
March 2017	0.94%
March 2018	0.86%
March 2019	0.98%

Source: NI Department for Communities 2019

The table below (Table 14) shows the number of adjudications completed by all schemes in Northern Ireland. In the year to March 2019, the total number of disputes has risen to 556, which is the highest it has been since the introduction of the legislation.

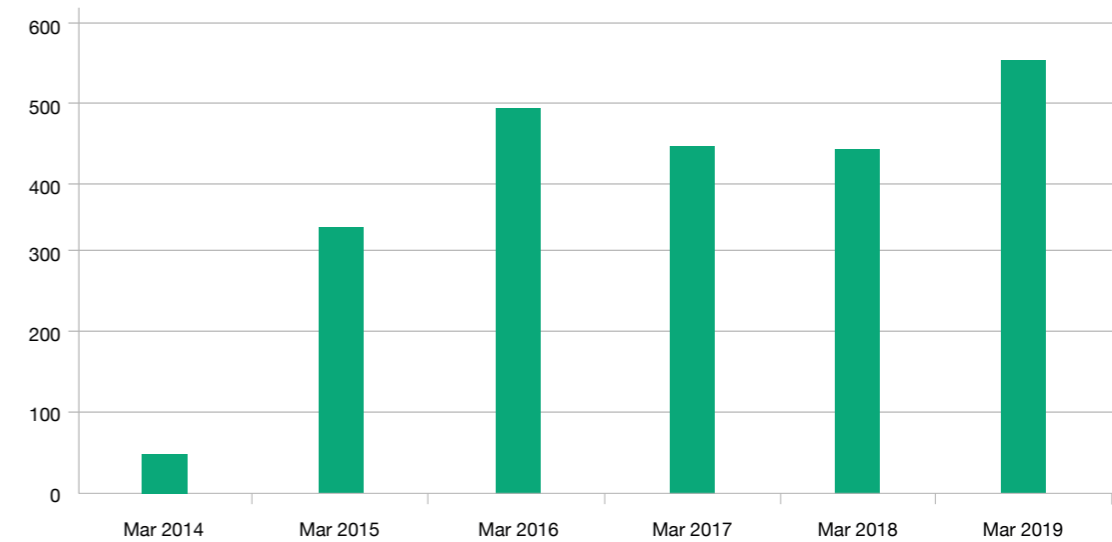
Table 14: Adjudications completed by year, for all tenancy deposit schemes in Northern Ireland (March 2014 to March 2019)

Year	Total disputes
March 2014	62
March 2015	335
March 2016	492
March 2017	461
March 2018	460
March 2019	556

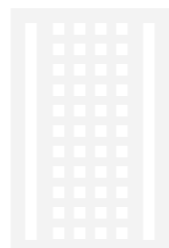
Source: NI Department for Communities 2019

Figure 11 reflects the growth in the number of adjudications since 2014 in Northern Ireland.

Figure 11: Adjudications completed by year, for all tenancy deposit schemes in Northern Ireland (March 2014 to March 2019)



Source: NI Department for Communities 2019



Dispute rates in TDSNI

Table 15 compares TDSNI dispute rates in the Insured and Custodial schemes against the average of all TDP schemes.

TDSNI allows only tenants to raise disputes. The dispute rates, combining both the Insured and Custodial schemes, has remained fairly close to the overall average rates across all TDP schemes in Northern Ireland. In 2016, across both schemes, TDSNI saw its highest dispute rate of 1.24%, while the lowest was 0.39% in the first year of the company's operation in 2013-14.

Table 15: Dispute rates from March 2014 to March 2019

Year	TDSNI Insured & Custodial	All TDP schemes average
March 2014	0.39%	0.35%
March 2015	0.99%	1.02%
March 2016	1.24%	1.14%
March 2017	1.05%	0.94%
March 2018	0.94%	0.86%
March 2019	1.10%	0.98%

Source: NI Department for Communities 2019

Reasons for tenancy deposit disputes

Table 16 shows the issues arising in TDSNI's dispute cases since 2014.

Table 16: Reasons for tenancy deposit disputes in TDSNI (2014 to 2019)

Dispute	2014-15	2015-16	2016-17	2017-18	2018-19
Cleaning	20%	14%	43%	45%	45%
Damage	19%	24%	43%	35%	38%
Redecoration	11%	10%	29%	26%	28%
Gardening	3%	2%	11%	13%	10%
Rent arrears	13%	14%	19%	26%	22%
Other	16%	35%	34%	36%	37%

*Percentage of cases where claims arise 2018-19

Source: TDSNI Disputes Data 2014-2019

How long do adjudications take?

Table 17 outlines the average number of days taken for both TDSNI's Insured and Custodial schemes (combined) to resolve tenancy deposit disputes (from when the adjudicator received all papers).

Table 17: Average number of days taken to resolve disputes by TDSNI

Average number of days to resolve disputes in TDSNI Insured.

Year	Average number of days to resolve disputes
2016-17	11.7
2017-18	4.4
2018-19	6.5

Source: TDSNI Internal Data

Average number of days to resolve disputes in TDSNI Custodial.

Year	Average number of days to resolve disputes
2016-17	9.5
2017-18	2.8
2018-19	4

Source: TDSNI Internal Data



Executive Summary

SafeDeposits Scotland



Growth of the PRS

- The number of PRS homes in Scotland has risen significantly over the years, from 173,000 in 2001 to 393,000 in 2017.
- There has been an increase in protected tenancy deposits, rising from 116,839 protected in March 2013 to 219,629 protected in March 2019.
- The value of tenancy deposits has increased year on year, from £77,773,059 in March 2013 to £150,844,370 in March 2019.
- The value of the average deposit has fluctuated between £666 in March 2013 and £686 in March 2019.

Dispute numbers

- Adjudications completed by all tenancy deposit schemes have risen year on year from 224 in March 2013 to 6,139 in March 2019.
- The percentage of disputes across all schemes has remained below 3% since March 2014. In March 2019, the rate was 2.79%.

Reasons for disputes in Scotland

- Of the reasons for dispute claims submitted in 2018-19, cleaning represented the highest percentage for all three tenancy deposit schemes operating in Scotland.

About SafeDeposits Scotland

SafeDeposits Scotland is a government-approved, not-for-profit company that provides tenancy deposit protection in Scotland's private rented sector (PRS).

The tenancy deposit protection regulations were introduced in Scotland in 2011 and came into force on 2nd July 2012. There were some transitional arrangements but all deposits had to be protected with a government-approved scheme by 15th May 2013.

This briefing contains key statistics* on tenure, tenancy deposit protection and disputes in Scotland to March 2019.

*Some of the data included is the latest available data released by the Scottish Government. Other data is SafeDeposits Scotland's own internal performance reporting.

1 Tenure in Scotland

The PRS in Scotland has grown strongly in recent years and is now an important contributor to meeting the housing needs of the people in Scotland. Since 2001, it has increased from approximately 173,000 homes to 393,000 in 2017. In the same period, the social rented sector has decreased from 692,000 homes in 2001 to 594,000 homes in 2017.

Between 2001 and 2017, the number of owner occupied homes in Scotland has fluctuated between 1.37 million and 1.52 million, with the number in 2017 sitting at 1.5 million.

Table 18: Tenure in Scotland 2001 to 2017 (thousands of homes)

Year	Owner Occupation	Social Renting	Private Renting
2001	1,370	692	173
2002	1,406	674	171
2003	1,434	654	179
2004	1,447	640	203
2005	1,468	625	215
2006	1,493	613	224
2007	1,494	607	247
2008	1,522	599	248
2009	1,517	594	272
2010	1,506	595	288
2011	1,500	595	304
2012	1,465	596	347
2013	1,458	595	368
2014	1,468	595	375
2015	1,476	595	382
2016	1,481	595	394
2017	1,502	594	393

Source: Housing Statistics for Scotland

Figure 12: Tenure in Scotland in 2017 (percentage of homes)

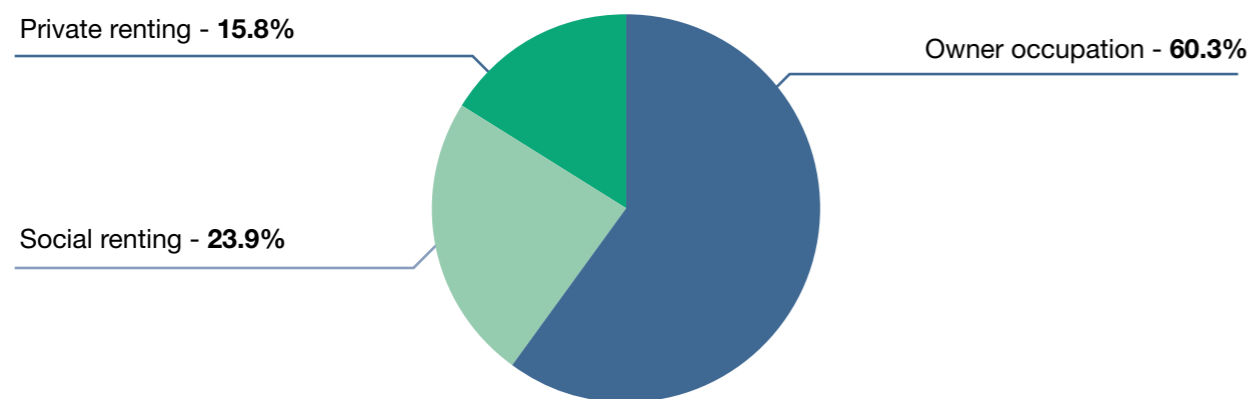
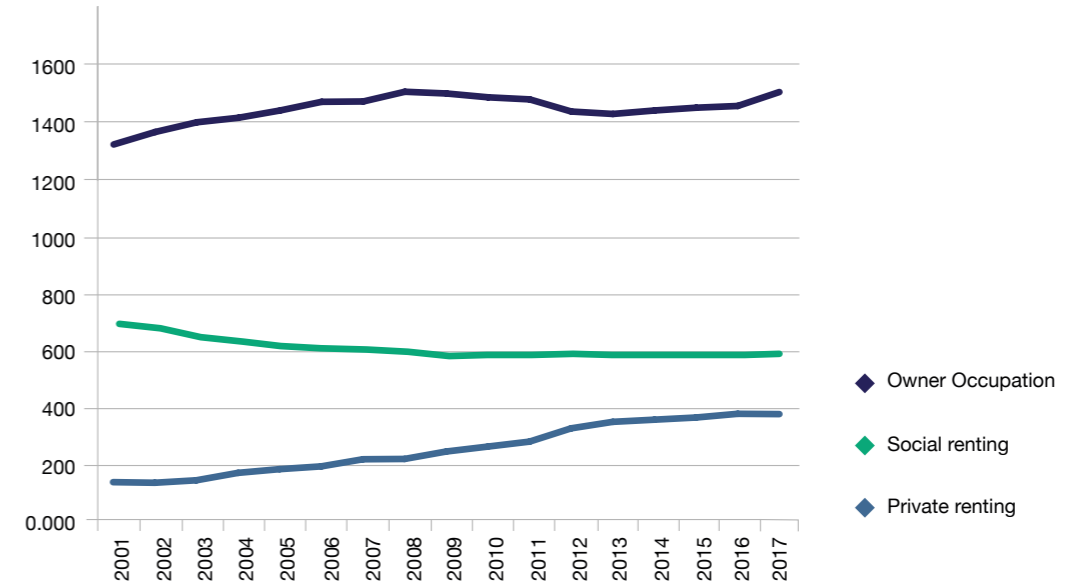


Figure 13 shows the growth of the PRS in Scotland in comparison to owner occupation and the social housing sector in recent years.

Figure 13: Owner occupation, social renting and private renting in Scotland 2001-2017 (homes in 000s)



Source: Housing Statistics for Scotland



2 Tenancy deposits in Scotland

In Scotland, deposits taken on private tenancies must be protected in a government-approved tenancy deposit scheme. Tenancy deposit legislation came into force in July 2012 and there has been a consistent growth in the number of tenancy deposits protected, reflecting the increase in size of the private rented sector.

The table below (Table 19) shows the growth of tenancy deposits protected in Scotland since March 2013.

Table 19: Number of tenancy deposits protected in Scotland (March 2013 to March 2019)

Year	Total deposits protected
March 2013	116,839
March 2014	149,639
March 2015	171,466
March 2016	186,070
March 2017	202,514
March 2018	211,955
March 2019	219,629

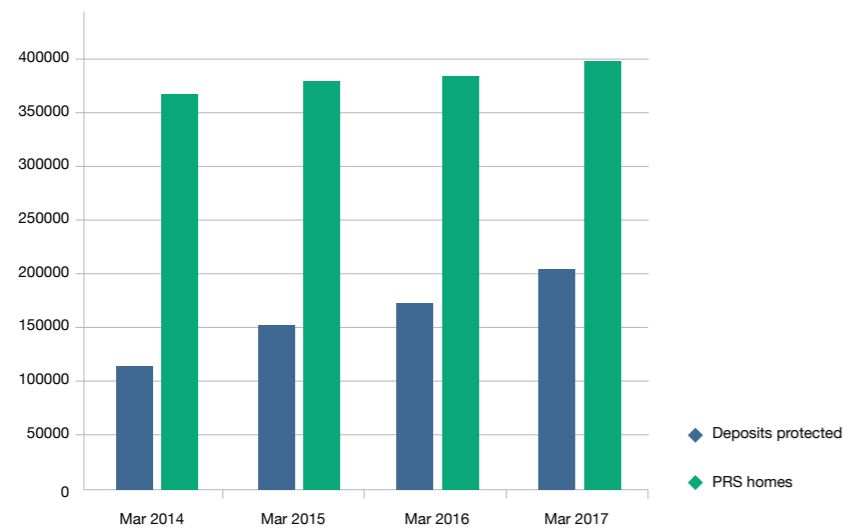
Source: Scottish Government statistics

Figure 14 illustrates how the number of tenancy deposits protected has increased in line with the growth of the private rented sector in Scotland.

In 2017, there were 393,000 homes in the private rented sector in Scotland compared with 202,514 tenancy deposits protected. Not all of the 393,000 homes in the private rented sector will take a deposit and a number of homes are not covered by tenancy deposit regulations.

However there is a significant gap between the number of homes in the private rented sector and the number of deposits protected. This is an area worthy of closer examination by policy makers.

Figure 14: Tenancy deposits protected compared to the number of private rented sector homes in Scotland (March 2013 to March 2017)



Source: Scottish Government statistics

3 Disputes

Legislation covering tenancy deposit protection in Scotland provides for free alternative dispute resolution if the parties are unable to agree how the tenancy deposit should be divided at the end of the tenancy.

Disputes as a percentage of tenancy deposits protected

Tenancy deposit protection legislation was introduced, in part, in response to concerns that a number of tenants felt that their tenancy deposit was unreasonably withheld and they had experienced difficulty in getting their deposit back.

As the tables below show (Table 20 and Table 21), the number of dispute cases raised - and their proportion as a percentage of deposits protected - has increased consistently since 2013.

Table 20: Adjudications as a percentage of tenancy deposits protected in Scotland (March 2013 to March 2019)

Year	Dispute percentage
March 2013	0.19%
March 2014	2.35%
March 2015	2.64%
March 2016	2.67%
March 2017	2.79%
March 2018	2.79%
March 2019	2.79%

Source: Scottish Government statistics

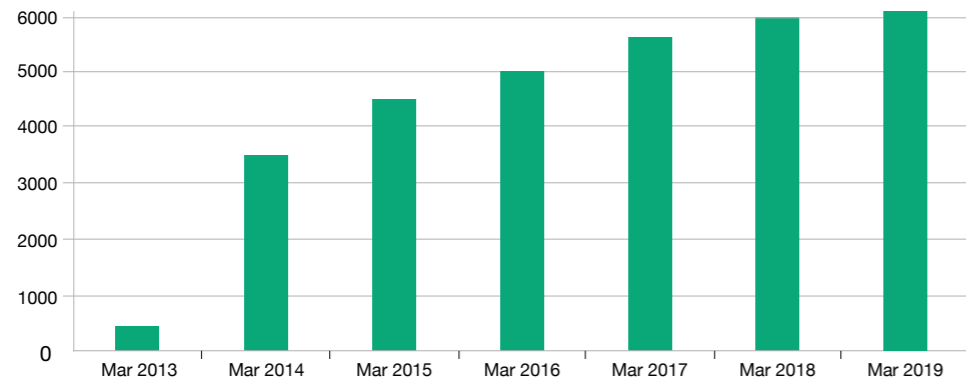
Table 21: Adjudications completed by year, for all tenancy deposit schemes in Scotland (March 2013 to March 2019)

Year	Total disputes
March 2013	224
March 2014	3,525
March 2015	4,530
March 2016	4,970
March 2017	5,662
March 2018	5,918
March 2019	6,139

Source: Scottish Government statistics

Figure 15 illustrates the growth in the number of adjudications since 2013.

Figure 15: Adjudications completed by year, for all tenancy deposit schemes in Scotland (March 2013 to March 2019)



Source: Scottish Government statistics

Dispute rates in the SafeDeposits Scotland scheme

At 2.89%, the dispute rate for SafeDeposits Scotland is close to the overall average rate of 2.79% for all tenancy deposit schemes in Scotland combined.

Reasons for tenancy deposit disputes

Table 22 shows the types of disputes arising in SafeDeposits Scotland's dispute cases in 2018-19.

Table 22: Percentage of disputes arising in SafeDeposits Scotland (March 2018 to March 2019)

Dispute	2018-19
Cleaning	66%
Damage	42%
Rent arrears	18%
Redecoration	18%
Gardening	8%
Other	47%

*Percentage of cases where claims arise 2018-19
Source: SafeDeposits Scotland statistics

TDS Northern Ireland is a wholly owned subsidiary of The Dispute Service, providing both custodial and insured tenancy deposit protection.

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SafeDeposits Scotland is a custodial tenancy deposit protection scheme. It is a separate company where The Dispute Service is the key partner and provides the scheme's key operational services.

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The Tenancy Deposit Scheme is operated by The Dispute Service providing tenancy deposit protection in England and Wales. TDS offers both Insured deposit protection, **TDS Insured**, and Custodial deposit protection, **TDS Custodial**.

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