



NEWS RELEASE

Date:	July 1, 2013
Subject:	"I'm trapped in the toilet" tops bizarre calls to letting agents

A WORRIED tenant ringing from the toilet because she thought she had locked herself inside tops a list of bizarre reasons for calling Scottish letting agents as an "emergency".

Also included is a woman who thought agents should hunt down the fox which killed her hens, and a man who thought his kettle was "the boiler".

The list was put together to celebrate the first birthday of The Letting Protection Service Scotland (The LPS Scotland), which provides government approved deposit protection for the Scottish lettings industry.

The LPS Scotland polled 150 Scottish letting agents for the strangest reason a tenant had called their landlord and in an "emergency".

Other odd calls included:

- "My dishwasher is broken and I have guests for lunch."
- "Woodworm are making noises in my dining room chair."
- "How do I open the door?"

The LPS Scotland director Kevin Firth said: "It's our first birthday on July 1, so we thought we'd have some fun by gathering these results.

"Everyone here has their favourite, but you have to like the lady who thinks her letting agents will hunt down hen-eating foxes as part of the service.

"We hope everyone else finds them as funny as we did."

Common themes were tenants who literally did not know how to change a light bulb, buy a battery or turn off a tap.

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Our favourite daft "emergency" calls:

1. "I'm locked in the toilet. Can you come and get me out?"
2. A man who somehow mistook smudges of his girlfriend's foundation on a door handle as evidence of a break-in.
3. "A fox has eaten my hens."
4. "My fridge smells."
5. "There's a mouse in my flat and now I'm too scared to go inside."
6. (At 2am) "Can you call me a taxi?"
7. "The boiler is broken." An engineer is sent. It was, in fact, the kettle.
8. "The toaster is broken, and without my girlfriend to cook for me I can't eat without it."
9. (At 10pm) "There are mice here having a party."
10. "My dishwasher is broken and I have guests for lunch."
11. "Woodworm are making noises in my dining room chair."
12. "How do I open the door?"

From May 15 this year the law on deposit protection changed to cover all applicable tenancy deposits in Scotland, even those taken before March 7, 2011 when the regulations were enabled.

If you want to contact our regional manager Anthony Cox to discuss tenancy deposit protection please call 0844 4726666.

ENDS

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About The LPS Scotland

The LPS Scotland launched on July 2nd 2012, following approval from the Scottish Government, to protect tenancy deposits on behalf of tenants, landlords and letting agents.

The service is free to use and run by [Computershare Investor Services PLC](#), which also operates The DPS, the only UK-based custodial deposit protection scheme.

The LPS Scotland provides an impartial, fast, free and secure service both online and via paper. Online self-service allows deposit payment, transfers and repayments at any time. Help and advice is available via a dedicated call centre during office hours and extensive online support channels 24 hours a day. An Alternative Dispute Resolution (ADR) service helps to resolve any disputes quickly and without the need for court action.

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