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Press Release

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Falling numbers of repossessions masking rising demand for mortgage help and advice

Despite a drop in the numbers of repossessions, figures released today by the Consumer Credit Counselling Service (CCCS), the UK's leading debt charity, show that the recession has hugely increased the number of people struggling to pay their mortgage and who are in danger of losing their home.

Figures released today (13 May) by the Council of Mortgage Lenders revealed that there were 9,500 repossessions nationally in the first three months of 2010, a decrease of over three thousand on the same period last year when there were 13,200 repossessions. However, the CCCS Mortgage Counselling Centre, which offers specialist advice to people falling behind with their mortgage payments, received more than double the number of calls in the first three months of 2010 than it did in the same period last year, 1,160 calls in 2010 compared to 473 in 2009.

The picture is not quite as bleak as these figures would suggest. While the CCCS figures highlight the rise in people struggling to pay their mortgage, its Mortgage Counselling Centre is advising a smaller proportion of people to give up their home this year, 10 percent of callers compared to 21 percent in the same period last year.

Commenting on these figures CCCS Director of External Affairs, Delroy Corinaldi, said:

“Although the country has officially emerged from the recession, there are many, many people still struggling to cope financially. It is good that government schemes and lender patience has helped people stay in their houses but we must not forget that thousands of homeowners in the UK are still in need of assistance, advice and understanding.”

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Notes for editors:

1. CCCS operates a dedicated free-phone helpline (0800 138 1111), open 8am to 8pm, Monday to Friday.
2. CCCS operates *Debt Remedy*, an online counselling service available round the clock at www.cccs.co.uk for those who prefer an anonymous option.
3. CCCS's ethos is to help the “can't pays”, not the “won't pays”, and does not condone debt avoidance. CCCS always aims to help its clients pay back what they owe, in a realistic timescale and manner that is suited to each individual's situation.
4. CCCS is self-funding. Lenders share with the charity the benefit they receive from its operation, making a donation from the money repaid to them. This allows CCCS to retain its independence and ensure that its advice is always in the best interest of the client. CCCS aims to separate the “can't pays” from the “won't pays”.