2017 AT A GLANCE

RTB — Bord um Thionóntachtaí Cónaithe **Residential Tenancies Board**

339,447 registered tenancies with 714, 000 occupants and 174,000 landlords

We receved 170,000 calls and 61,000 emails

On average 646 calls a day 82% of calls answered in 20 seconds

Approx 27,000 Approved Housing Body tenancies registered

20,469 notices and enforcement

Extended our opening hours from 8.30 am to 6.30 pm

13,161 webchats an average of 1,100 per month

500,000 visits to the RTB website

We received 5,823 applications for dispute resolution services