

# 2017 Summary Key Findings Q1 | Disputes

Applicant Party	Count	% total
Tenant	1,197	66%
Landlord	568	32%
Third Party	38	2%
	<b>1,803</b>	

Dispute Type (All cases)	Count	% cases*
Invalid Notice of termination	422	23%
Deposit retention	351	19%
Other**	345	19%
Breach of landlord obligations	318	18%
Rent arrears	244	14%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	241	13%
Rent arrears and overholding	216	12%
Standard and maintenance of dwelling	201	11%
Overholding	174	10%
Breach of tenant obligations	171	9%
Unlawful termination of tenancy (Illegal eviction)	150	8%
Anti-social behaviour	96	5%
Damage in excess of normal wear and tear	77	4%
Breach of fixed term lease	68	4%
	<b>3,074</b>	

\* There can be multiple reasons, referred to as dispute types, on each application for dispute resolution, % of cases is based on the number of applications (cases).

\*\* Please note 'Other' may be marked on an application form alongside additional dispute types.