

2017 Summary Key Findings Q3 (Cumulative) | Disputes

Applicant	Count	% total
Tenant	2,749	63%
Landlord	1,504	35%
Third Party	88	2%
	4,341	

Dispute Type (All cases)	Count	% cases
Rent arrears/rent arrears and overholding	1156	27%
Invalid Notice of termination	1,095	25%
Deposit retention	930	21%
Other	763	18%
Breach of landlord obligations	731	17%
Overholding	543	13%
Standard and maintenance of dwelling	448	10%
Breach of tenant obligations	390	9%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	387	9%
Unlawful termination of tenancy (Illegal eviction)	374	9%
Anti-social behaviour	242	6%
Damage in excess of normal wear and tear	191	4%
Breach of fixed term lease	168	4%
	7,418	

* 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.