

2017 Summary Key Findings Q4 (Cumulative) | Disputes

Applicant Party	Count	% total
Tenant	3,696	63%
Landlord	2,015	35%
Third Party	112	2%
	5,823	

Dispute Type (All cases)	Count	% total*	% cases**
Rent arrears/Rent arrears and overholding	1,547	16%	27%
Invalid Notice of termination	1,505	15%	26%
Deposit retention	1,234	12%	21%
Breach of landlord obligations	1,011	10%	17%
Other***	1,002	10%	17%
Overholding	738	7%	13%
Standard and maintenance of dwelling	603	6%	10%
Breach of tenant obligations	507	5%	9%
Unlawful termination of tenancy (Illegal eviction)	491	5%	8%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	481	5%	8%
Anti-social behaviour	328	3%	6%
Damage in excess of normal wear and tear	253	3%	4%
Breach of fixed term lease	221	2%	4%
	9,921		5,823

* Due to rounding percentages may not add up to 100%.

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

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