

## 2018 Summary Key Findings Q3 (Cumulative) | Disputes

Applicant Party	Count	% total
Tenant	2,882	59%
Landlord	1,916	39%
Third Party	102	2%
	<b>4,900</b>	

Dispute Type (All cases)	Count	% cases*
Validity of notice of termination (if you are disputing the validity of a termination notice issued)	1,013	21%
Deposit retention	934	19%
Breach of landlord obligations	821	17%
Rent Arrears, Rent Arrears and Overholding	1,465	30%
Other**	1,120	23%
overholding	518	11%
Standard and maintenance of dwelling	435	9%
Breach of tenant obligations	392	8%
Unlawful termination of tenancy (Illegal eviction)	370	8%
Anti-social behaviour	263	5%
Damage in excess of normal wear and tear	233	5%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	182	4%
Breach of fixed term lease	168	3%
Rent review not in line with Rent Pressure Zone	48	1%
Validity of notice of rent review	45	1%
	<b>8,007</b>	<b>4,900</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.