

2019 Summary Key Findings Q1-Q4 (Quarterly & Cumulative) | Disputes

Applicant Party	Q1		Q2		Q3		Q4		Total Q1-Q4	
	Count	% total*	Count	% total*	Count	% total	Count	% total*	Count	% total
Tenant	894	60%	899	56%	879	55%	843	57%	3,515	57%
Landlord	583	39%	661	41%	694	43%	601	41%	2,539	41%
Third Party	24	2%	33	2%	36	2%	38	3%	131	2%
Total	1,501		1,593		1,609		1,482		6,185	

Dispute Type (All cases)	Q1	Q2	Q3	Q4	Total Q1-Q4
	Count (% cases**)	Count (% cases**)	Count (% cases**)	Count (% cases**)	Count (% cases**)
Rent arrears/Rent arrears and overholding	401 (27%)	429 (27%)	470 (29%)	402 (27%)	1,702 (28%)
Validity of notice of termination (disputing the validity of a termination notice)	361 (24%)	390 (24%)	294 (18%)	300 (20%)	1,345 (22%)
Deposit retention	315 (21%)	287 (18%)	351 (22%)	311 (21%)	1,264 (20%)
Breach of landlord obligations	268 (18%)	279 (18%)	250 (16%)	293 (20%)	1,090 (18%)
Other***	242 (16%)	228 (14%)	250 (16%)	223 (15%)	943 (15%)
Overholding	175 (12%)	214 (13%)	184 (11%)	131 (9%)	704 (11%)
Breach of tenant obligations	143 (10%)	157 (10%)	161 (10%)	174 (12%)	635 (10%)
Standard and maintenance of dwelling	139 (9%)	132 (8%)	132 (8%)	174 (12%)	577 (9%)
Unlawful termination of tenancy (illegal eviction)	118 (8%)	131 (8%)	109 (7%)	101 (7%)	459 (7%)
Anti-social behaviour	84 (6%)	82 (5%)	110 (7%)	96 (6%)	372 (6%)
Damage in excess of normal wear and tear	66 (4%)	75 (5%)	93 (6%)	83 (6%)	317 (5%)
Rent review not in line with Rent Pressure Zone	59 (4%)	58 (4%)	68 (4%)	78 (5%)	263 (4%)
Validity of notice of rent review	53 (4%)	56 (4%)	70 (4%)	75 (5%)	254 (4%)
Breach of fixed term lease	65 (4%)	57 (4%)	52 (3%)	49 (3%)	223 (4%)
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	32 (2%)	51 (3%)	45 (3%)	40 (3%)	168 (3%)
Total	2,521 (1,501)	2,626 (1,593)	2,639 (1,609)	2,530 (1,482)	10,316 (6,185)

* 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, % of cases is based on the number of applications (cases).

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