

## 2019 Summary Key Findings Q1 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	894	60%
Landlord	583	39%
Third Party	24	2%
<b>Total</b>	<b>1,501</b>	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	401	27%
Validity of notice of termination (disputing the validity of a termination notice)	361	24%
Deposit retention	315	21%
Breach of landlord obligations	268	18%
Other***	242	16%
Overholding	175	12%
Breach of tenant obligations	143	10%
Standard and maintenance of dwelling	139	9%
Unlawful termination of tenancy (illegal eviction)	118	8%
Anti-social behaviour	84	6%
Damage in excess of normal wear and tear	66	4%
Breach of fixed term lease	65	4%
Rent review not in line with Rent Pressure Zone	59	4%
Validity of notice of rent review	53	4%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	32	2%
<b>Total</b>	<b>2,521</b>	<b>1,501</b>

\* 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.