

2019 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	899	56%
Landlord	661	41%
Third Party	33	2%
Total	1,593	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	429	27%
Validity of notice of termination (disputing the validity of a termination notice)	390	24%
Deposit retention	287	18%
Breach of landlord obligations	279	18%
Other***	228	14%
Overholding	214	13%
Breach of tenant obligations	157	10%
Standard and maintenance of dwelling	132	8%
Unlawful termination of tenancy (illegal eviction)	131	8%
Anti-social behaviour	82	5%
Damage in excess of normal wear and tear	75	5%
Rent review not in line with Rent Pressure Zone	58	4%
Breach of fixed term lease	57	4%
Validity of notice of rent review	56	4%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	51	3%
Total	2,626	1,593

* 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.