

2019 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	879	55%
Landlord	694	43%
Third Party	36	2%
Total	1,609	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	470	29%
Deposit retention	351	22%
Validity of notice of termination (disputing the validity of a termination notice)	294	18%
Breach of landlord obligations	250	16%
Other**	250	16%
Overholding	184	11%
Breach of tenant obligations	161	10%
Standard and maintenance of dwelling	132	8%
Anti-social behaviour	110	7%
Unlawful termination of tenancy (illegal eviction)	109	7%
Damage in excess of normal wear and tear	93	6%
Validity of notice of rent review	70	4%
Rent review not in line with Rent Pressure Zone	68	4%
Breach of fixed term lease	52	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	45	3%
Total	2,639	1,609

* 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.