

2017 Summary Key Findings Q2 (Cumulative) | Disputes

Applicant	Number	% total
Tenant	1,955	64%
Landlord	1,046	34%
Third Party	65	2%
	3,066	

Dispute Type (All cases)	Number	% cases*
Rent arrears/rent arrears and overholding	816	27%
Invalid Notice of termination	731	24%
Deposit retention	634	21%
Other**	562	18%
Breach of landlord obligations	534	17%
Overholding	363	12%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	322	11%
Standard and maintenance of dwelling	320	10%
Breach of tenant obligations	273	9%
Unlawful termination of tenancy (Illegal eviction)	269	9%
Anti-social behaviour	155	5%
Damage in excess of normal wear and tear	128	4%
Breach of fixed term lease	122	4%
	5,229	

* 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.

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Disputes Processing Timelines

Urgent Adjudication cases	11 weeks
Adjudication cases	13 weeks
Average Case	12 weeks
Telephone Mediation (from date application received to date Order issued or date case withdrawn following settlement)	5.5 weeks (average)

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Appeals Received

2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 to date
106	261	485	306	268	388	447	573	630	322

Appeal/Tribunal Cases Heard

2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 to date
101	176	340	179	196	278	249	434	513	213

Appeal to Tribunal Rate

	2015	2016	2017
Adjudications/Mediations	12%	15%	15%
Telephone Mediations	8%	12%	12%