

2018 Summary Key Findings Q1 | Disputes

Applicant	Number	% total*
Tenant	1,078	57%
Landlord	791	42%
Third Party	31	2%
	1,900	

Dispute Type (All cases)	Number	% cases**
Rent arrears/Rent arrears and overholding	558	29%
Other***	439	24%
Invalid Notice of termination	373	20%
Deposit Retention	360	19%
Breach of Landlord obligations	302	16%
Overholding	274	14%
Standard and maintenance of dwelling	192	10%
Breach of tenant obligations	171	9%
Unlawful termination of tenancy (Illegal eviction)	134	7%
Anti-Social behaviour	98	5%
Damages in excess of normal wear and tear	91	5%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	79	4%
Breach of fixed term lease	69	4%
	3,140	

* 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.