

2018 Summary Key Findings Q2 (Cumulative) | Disputes

| Applicant Party | Count | % total |
|-----------------|--------------|---------|
| Tenant | 1,980 | 57% |
| Landlord | 1,437 | 41% |
| Third Party | 76 | 2% |
| | 3,493 | |

| Dispute Type (All cases) | Count | % cases* |
|--|--------------|--------------|
| Invalid Notice of termination | 703 | 20% |
| Deposit retention | 638 | 18% |
| Breach of landlord obligations | 559 | 16% |
| Rent arrears/Rent arrears & overholding | 936 | 27% |
| Overholding | 541 | 15% |
| Other** | 827 | 24% |
| Standard and maintenance of dwelling | 319 | 9% |
| Breach of tenant obligations | 298 | 9% |
| Unlawful termination of tenancy (Illegal eviction) | 249 | 7% |
| Anti-social behaviour | 185 | 5% |
| Damage in excess of normal wear and tear | 175 | 5% |
| Rent more than market rate (Not Applicable to Approved Housing Body Tenancies) | 147 | 4% |
| Breach of fixed term lease | 121 | 3% |
| | 5,698 | 3,493 |

* 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.