

2018 Summary Key Findings Q4 (Cumulative) | Disputes

Applicant Party	Count	% total
Tenant	3,775	59%
Landlord	2,495	39%
Third Party	128	2%
	6,398	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	1677	26%
Validity of notice of termination	1396	22%
Deposit retention	1261	20%
Breach of landlord obligations	1163	18%
Overholding	989	15%
Other**	827	13%
Standard and maintenance of dwelling	599	9%
Breach of tenant obligations	538	8%
Unlawful termination of tenancy (illegal eviction)	503	8%
Anti-social behaviour	388	6%
Damage in excess of normal wear and tear	316	5%
Rent more than market rate (not applicable to AHB tenancies)	231	4%
Breach of fixed term lease	230	4%
Validity of notice of rent review	111	2%
Rent review not in line with Rent Pressure Zone	103	2%
	10,332	6,398

* 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.