

## 2019 Summary Key Findings Q4 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	843	57%
Landlord	601	41%
Third Party	38	3%
<b>Total</b>	<b>1,482</b>	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	402	27%
Deposit retention	311	21%
Validity of notice of termination (disputing the validity of a termination notice)	300	20%
Breach of landlord obligations	293	20%
Other***	223	15%
Breach of tenant obligations	174	12%
Standard and maintenance of dwelling	174	12%
Overholding	131	9%
Unlawful termination of tenancy (illegal eviction)	101	7%
Anti-social behaviour	96	6%
Damage in excess of normal wear and tear	83	6%
Rent review not in line with Rent Pressure Zone	78	5%
Validity of notice of rent review	75	5%
Breach of fixed term lease	49	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	40	3%
<b>Total</b>	<b>2,530</b>	<b>1,482</b>

\* 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.