

## 2020 Summary Key Findings Q1 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	808	55%
Landlord	641	44%
Third Party	22	1%
<b>Total</b>	<b>1,471</b>	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	450	31%
Deposit retention	316	21%
Breach of landlord obligations	284	19%
Validity of notice of termination (disputing the validity of a termination notice)	263	18%
Other**	209	14%
Standard and maintenance of dwelling	167	11%
Breach of tenant obligations	159	11%
Overholding	142	10%
Anti-social behaviour	91	6%
Unlawful termination of tenancy (illegal eviction)	84	6%
Damage in excess of normal wear and tear	79	5%
Validity of notice of rent review	73	5%
Rent review not in line with Rent Pressure Zone	70	5%
Breach of fixed term lease	48	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	42	3%
<b>Total</b>	<b>2,477</b>	<b>1,471</b>

\* 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.