

## 2020 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	607	63%
Landlord	306	32%
Third Party	51	5%
<b>Total</b>	<b>964</b>	

Dispute Type (All cases)	Count	% cases*
Deposit retention	326	34%
Rent arrears/Rent arrears and overholding	287	30%
Breach of landlord obligations	216	22%
Other**	127	13%
Anti-social behaviour	95	10%
Unlawful termination of tenancy (illegal eviction)	93	10%
Standard and maintenance of dwelling	92	10%
Breach of tenant obligations	92	10%
Validity of notice of termination (disputing the validity of a termination notice)	68	7%
Damage in excess of normal wear and tear	45	5%
Breach of fixed term lease	45	5%
Rent review not in line with Rent Pressure Zone	33	3%
Overholding	28	3%
Validity of notice of rent review	21	2%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	20	2%
<b>Total</b>	<b>1,588</b>	<b>964</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.