

2021 Summary Key Findings Q1-Q4 (Quarterly & Cumulative) | Disputes

Applicant Party	Q1		Q2		Q3		Q4		Total Q1-Q4	
	Count	% total*	Count	% total*	Count	% total*	Count	% total*	Count	% total*
Tenant	684	57%	761	55%	855	52%	771	54%	3,071	54%
Landlord	484	40%	567	41%	754	46%	628	44%	2,433	43%
Third Party	32	3%	46	3%	44	3%	31	2%	153	3%
Total	1,200		1,374		1,653		1,430		5,657	

Dispute Type (All cases)	Q1	Q2	Q3	Q4	Total Q1-Q4
	Count (% cases**)	Count (% cases**)	Count (% cases**)	Count (% cases**)	Count (% cases**)
Rent arrears/Rent arrears and overholding	391 (33%)	491 (36%)	520 (31%)	403 (28%)	1,805 (32%)
Deposit retention	284 (24%)	296 (22%)	283 (17%)	230 (16%)	1,093 (19%)
Validity of notice of termination (disputing the validity of a termination notice)	157 (13%)	250 (18%)	268 (16%)	295 (21%)	970 (17%)
Breach of landlord obligations	221 (18%)	229 (17%)	253 (15%)	248 (17%)	951 (17%)
Other***	169 (14%)	166 (12%)	198 (12%)	183 (13%)	716 (13%)
Overholding	86 (7%)	147 (7%)	225 (14%)	232 (16%)	690 (12%)
Standard and maintenance of dwelling	117 (10%)	131 (10%)	165 (10%)	157 (11%)	570 (10%)
Breach of tenant obligations	98 (8%)	109 (8%)	200 (12%)	141 (10%)	548 (10%)
Anti-social behaviour	117 (10%)	132 (10%)	119 (7%)	101 (7%)	469 (8%)
Unlawful termination of tenancy (illegal eviction)	77 (6%)	80 (6%)	117 (7%)	97 (7%)	371 (7%)
Validity of notice of rent review	48 (4%)	59 (4%)	113 (7%)	63 (4%)	283 (5%)
Damage in excess of normal wear and tear	53 (4%)	71 (5%)	68 (4%)	70 (5%)	262 (5%)
Rent review not in line with Rent Pressure Zone	29 (2%)	42 (3%)	99 (6%)	52 (4%)	222 (4%)
Breach of fixed term lease	35 (3%)	45 (3%)	41 (2%)	51 (4%)	172 (3%)
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	20 (2%)	25 (2%)	43 (3%)	34 (2%)	122 (2%)
Total	1,902 (1,200)	2,273 (1,374)	2,712 (1,653)	2,357 (1,430)	9,244 (5,657)

* 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.