

## 2020 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	808	55%	607	63%	825	57%	773	59%	3,013	58%
Landlord	641	44%	306	32%	582	41%	496	38%	2,025	39%
Third Party	22	1%	51	5%	29	2%	38	3%	140	3%
<b>Total</b>	<b>1,471</b>		<b>964</b>		<b>1,436</b>		<b>1,307</b>		<b>5,178</b>	

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	450 (31%)	270 (28%)	472 (33%)	407 (31%)	1,599 (31%)
Deposit retention	316 (21%)	326 (34%)	395 (28%)	373 (29%)	1,410 (27%)
Breach of landlord obligations	284 (19%)	216 (22%)	269 (19%)	242 (19%)	1,011 (20%)
Validity of notice of termination (disputing the validity of a termination)	263 (18%)	68 (7%)	193 (13%)	204 (16%)	728 (14%)
Other***	209 (14%)	127 (13%)	174 (12%)	162 (12%)	672 (13%)
Standard and maintenance of dwelling	167 (11%)	92 (10%)	131 (9%)	146 (11%)	536 (10%)
Breach of tenant obligations	159 (11%)	92 (10%)	132 (9%)	120 (9%)	503 (10%)
Anti-social behaviour	91 (6%)	95 (10%)	155 (11%)	106 (8%)	447 (9%)
Unlawful termination of tenancy (illegal)	84 (6%)	93 (10%)	117 (8%)	79 (6%)	373 (7%)
Overholding	142 (10%)	28 (3%)	118 (8%)	158 (12%)	446 (9%)
Damage in excess of normal wear and tear	79 (5%)	45 (5%)	90 (6%)	72 (6%)	286 (6%)
Breach of fixed term lease	48 (3%)	45 (5%)	61 (4%)	47 (4%)	201 (4%)
Rent review not in line with Rent Pressure	70 (5%)	33 (3%)	41 (3%)	36 (3%)	180 (3%)
Validity of notice of rent review	73 (5%)	21 (2%)	49 (3%)	33 (3%)	176 (3%)
Rent more than market rate (not applicable to Approved Housing Body)	42 (3%)	20 (2%)	29 (2%)	32 (2%)	123 (2%)
<b>Total</b>	<b>2,477 (1,471)</b>	<b>1,571 (964)</b>	<b>2,426 (1,436)</b>	<b>2,217 (1,307)</b>	<b>8,691 (5,178)</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.