

2021 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	761	55%
Landlord	567	41%
Third Party	46	3%
Total	1,374	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	491	36%
Deposit retention	296	22%
Breach of landlord obligations	229	17%
Other**	166	12%
Validity of notice of termination	250	18%
Standard and maintenance of dwelling	131	10%
Anti-social behaviour	132	10%
Breach of tenant obligations	109	8%
Overholding	147	7%
Unlawful termination of tenancy (illegal eviction)	80	6%
Damage in excess of normal wear and tear	71	5%
Validity of notice of rent review	59	4%
Breach of fixed term lease	45	3%
Rent review not in line with Rent Pressure Zone	42	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	25	2%
Total	2,273	1,374

* 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.