

2021 Summary Key Findings Q4 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	771	54%
Landlord	628	44%
Third Party	31	2%
Total	1,430	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	403	28%
Validity of notice of termination	295	21%
Breach of landlord obligations	248	17%
Overholding	232	16%
Deposit retention	230	16%
Other**	183	13%
Standard and maintenance of dwelling	157	11%
Breach of tenant obligations	141	10%
Anti-social behaviour	101	7%
Unlawful termination of tenancy (illegal eviction)	97	7%
Damage in excess of normal wear and tear	70	5%
Validity of notice of rent review	63	4%
Rent review not in line with Rent Pressure Zone	52	4%
Breach of fixed term lease	51	4%
Rent more than market rate	34	2%
Total	2,357	(1,430)

* 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.