

2020 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	825	57%
Landlord	582	41%
Third Party	29	2%
Total	1,436	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	472	33%
Deposit retention	395	28%
Breach of landlord obligations	269	19%
Validity of notice of termination (disputing the validity of a termination notice)	193	13%
Other**	174	12%
Anti-social behaviour	155	11%
Breach of tenant obligations	132	9%
Standard and maintenance of dwelling	131	9%
Overholding	118	8%
Unlawful termination of tenancy (illegal eviction)	117	8%
Damage in excess of normal wear and tear	90	6%
Breach of fixed term lease	61	4%
Validity of notice of rent review	49	3%
Rent review not in line with Rent Pressure Zone	41	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	29	2%
Total	2,426	1,436

* 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.