

2020 Summary Key Findings Q4 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	773	59%
Landlord	496	38%
Third Party	38	3%
Total	1,307	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	407	31%
Deposit retention	373	29%
Breach of landlord obligations	242	19%
Validity of notice of termination (disputing the validity of a termination notice)	204	16%
Other***	162	12%
Anti-social behaviour	146	11%
Breach of tenant obligations	120	9%
Standard and maintenance of dwelling	106	8%
Overholding	79	6%
Unlawful termination of tenancy (illegal eviction)	158	12%
Damage in excess of normal wear and tear	72	6%
Breach of fixed term lease	47	4%
Validity of notice of rent review	36	3%
Rent review not in line with Rent Pressure Zone	36	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	33	2%
Total	2,217	1,307

* 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.