

2021 Summary Key Findings Q1 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	684	57%
Landlord	484	40%
Third Party	32	3%
Total	1,200	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	391	33%
Deposit retention	284	24%
Breach of landlord obligations	221	18%
Other**	169	14%
Validity of notice of termination	157	13%
Standard and maintenance of dwelling	117	10%
Anti-social behaviour	117	10%
Breach of tenant obligations	98	8%
Overholding	86	7%
Unlawful termination of tenancy (illegal eviction)	77	6%
Damage in excess of normal wear and tear	53	4%
Validity of notice of rent review	48	4%
Breach of fixed term lease	35	3%
Rent review not in line with Rent Pressure Zone	29	2%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	20	2%
Total	1,902	1,200

* 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.