

## 2021 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	855	52%
Landlord	754	46%
Third Party	44	3%
<b>Total</b>	<b>1,653</b>	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	520	31%
Deposit retention	283	17%
Breach of landlord obligations	253	15%
Other**	198	12%
Validity of notice of termination	268	16%
Standard and maintenance of dwelling	165	10%
Anti-social behaviour	119	7%
Breach of tenant obligations	200	12%
Overholding	225	14%
Unlawful termination of tenancy (illegal eviction)	117	7%
Damage in excess of normal wear and tear	68	4%
Validity of notice of rent review	113	7%
Breach of fixed term lease	41	2%
Rent review not in line with Rent Pressure Zone	99	6%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	43	3%
<b>Total</b>	<b>2,712</b>	<b>(1,653)</b>

\* 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.