

## 2021 Summary Key Findings Q4 (Quarterly) | Disputes

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

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	403	28%
Deposit retention	230	16%
Breach of landlord obligations	248	17%
Other**	183	13%
Validity of notice of termination	295	21%
Standard and maintenance of dwelling	157	11%
Anti-social behaviour	101	7%
Breach of tenant obligations	141	12%
Overholding	232	16%
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%
Breach of fixed term lease	51	4%
Rent review not in line with Rent Pressure Zone	52	7%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	34	2%
<b>Total</b>	<b>2,357</b>	<b>(1,430)</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.