

## 2022 Summary Key Findings Q1 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	924	54%
Landlord	726	42%
Third Party	63	4%
<b>Total</b>	<b>1,713</b>	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	532	31%
Breach of landlord obligations	322	19%
Validity of notice of termination (disputing the validity of a termination notice)	318	19%
Deposit retention	317	19%
Overholding	233	14%
Standard and maintenance of dwelling	206	12%
Other**	174	10%
Anti-social behaviour	129	8%
Breach of tenant obligations	119	7%
Unlawful termination of tenancy (illegal eviction)	107	6%
Damage in excess of normal wear and tear	77	4%
Validity of notice of rent review	51	3%
Rent review not in line with Rent Pressure Zone	42	2%
Breach of fixed term lease	35	2%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	28	2%
<b>Total</b>	<b>2,690</b>	<b>1,713</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.