

2022 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	876	52%
Landlord	755	45%
Third Party	59	3%
Total	1,690	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	590	35%
Validity of notice of termination (disputing the validity of a termination notice)	318	19%
Overholding	272	16%
Breach of landlord obligations	271	16%
Deposit retention	254	15%
Other**	210	12%
Standard and maintenance of dwelling	151	9%
Breach of tenant obligations	143	8%
Unlawful termination of tenancy (illegal eviction)	119	7%
Anti-social behaviour	111	7%
Rent review not in line with Rent Pressure Zone	56	3%
Damage in excess of normal wear and tear	54	3%
Validity of notice of rent review	52	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	45	3%
Breach of fixed term lease	38	2%
Total	2,684	1,690

* 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.