

2022 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	1,023	47%
Landlord	1,089	50%
Third Party	49	2%
Total	2,161	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	755	35%
Validity of notice of termination (disputing the validity of a termination notice)	390	18%
Deposit retention	334	15%
Breach of landlord obligations	312	14%
Overholding	308	14%
Breach of tenant obligations	223	10%
Standard and maintenance of dwelling	187	9%
Anti-social behaviour	152	7%
Unlawful termination of tenancy (illegal eviction)	118	5%
Damage in excess of normal wear and tear	88	4%
Validity of notice of rent review	72	3%
Rent review not in line with Rent Pressure Zone	54	2%
Breach of fixed term lease	47	2%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	45	2%
Other***	254	12%
Total	3,339	2,161

* Due to rounding percentages may not add up to 100%.

** 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.