

## 2022 Summary Key Findings Q4 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	996	54%
Landlord	824	43%
Third Party	33	3%
<b>Total</b>	<b>1,853</b>	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	552	30%
Validity of notice of termination (disputing the validity of a termination notice)	357	19%
Breach of landlord obligations	327	18%
Deposit retention	302	16%
Breach of tenant obligations	287	15%
Standard and maintenance of dwelling	223	12%
Overholding	240	13%
Anti-social behaviour	160	9%
Unlawful termination of tenancy (illegal eviction)	142	8%
Damage in excess of normal wear and tear	88	5%
Validity of notice of rent review	68	4%
Rent review not in line with Rent Pressure Zone	51	3%
Rent more than market rate (not applicable to Approved Housing Body Tenancies)	47	3%
Breach of fixed term lease	42	2%
Other***	281	15%
<b>Total Dispute Types Reported (Total Cases)</b>	<b>3,167</b>	<b>1,853</b>

\*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.