

2023 Summary Key Findings Q1 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	1,156	57%
Landlord	813	40%
Third Party	58	3%
Total	2,027	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	614	30%
Validity of notice of termination	363	18%
Breach of landlord obligations	352	17%
Deposit retention	347	17%
Other**	259	13%
Standard and maintenance of dwelling	231	11%
Breach of tenant obligations	211	10%
Overholding	191	9%
Anti-social behaviour	145	7%
Unlawful termination of tenancy (illegal eviction)	137	7%
Validity of notice of rent review	89	4%
Damage in excess of normal wear and tear	86	4%
Rent review not in line with Rent Pressure Zone	81	4%
Rent more than market rate	65	3%
Breach of fixed term lease	44	2%
Total	3,215	2,027

* 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.