

2023 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	1,374	51%
Landlord	1,245	46%
Third Party	67	2%
Total	2,686	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	701	26%
Validity of notice of termination	518	19%
Breach of landlord obligations	434	16%
Deposit retention	433	16%
Other**	342	13%
Standard and maintenance of dwelling	228	8%
Breach of tenant obligations	303	11%
Overholding	512	19%
Anti-social behaviour	196	7%
Unlawful termination of tenancy (illegal eviction)	183	7%
Validity of notice of rent review	77	3%
Damage in excess of normal wear and tear	111	4%
Rent review not in line with Rent Pressure Zone	75	3%
Rent more than market rate	62	2%
Breach of fixed term lease	51	2%
Total	4,226	2,686

* 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.