

2023 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total*
Tenant	1,292	50%
Landlord	1,246	48%
Third Party	71	3%
Total	2,609	

Dispute Type (All cases)	Count	% cases**
Rent arrears/Rent arrears and overholding	882	34%
Validity of notice of termination	416	16%
Deposit retention	418	16%
Breach of landlord obligations	414	16%
Other***	289	11%
Standard and maintenance of dwelling	245	9%
Breach of tenant obligations	291	11%
Overholding	318	12%
Anti-social behaviour	194	7%
Unlawful termination of tenancy (illegal eviction)	184	7%
Validity of notice of rent review	95	4%
Damage in excess of normal wear and tear	80	3%
Rent review not in line with Rent Pressure Zone	73	3%
Rent more than market rate	51	2%
Breach of fixed term lease	68	3%
Total	4,018	2,609

*Please note that due to rounding, the total percentages might 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.