

2023 Summary Key Findings Q4 (Quarterly) | Disputes

| Applicant Party | Count | % total* |
|-----------------|--------------|----------|
| Tenant | 1,386 | 53% |
| Landlord | 1,135 | 45% |
| Third Party | 65 | 3% |
| Total | 2,586 | |

| Dispute Type (All cases) | Count | % cases** |
|--|--------------|--------------|
| Rent arrears/Rent arrears and overholding | 776 | 30% |
| Validity of notice of termination | 443 | 17% |
| Deposit retention | 408 | 16% |
| Breach of landlord obligations | 467 | 18% |
| Other*** | 318 | 12% |
| Standard and maintenance of dwelling | 279 | 11% |
| Breach of tenant obligations | 248 | 10% |
| Overholding | 387 | 15% |
| Anti-social behaviour | 195 | 8% |
| Unlawful termination of tenancy (illegal eviction) | 192 | 7% |
| Validity of notice of rent review | 102 | 4% |
| Damage in excess of normal wear and tear | 127 | 5% |
| Rent review not in line with Rent Pressure Zone | 77 | 3% |
| Rent more than market rate | 58 | 2% |
| Breach of fixed term lease | 68 | 3% |
| Total | 4,145 | 2,586 |

*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.