

2024 Summary Key Findings Q2 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	1,293	50%
Landlord	1,224	47%
Third Party	78	3%
Total	2,595	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	724	28%
Breach of landlord obligations	458	18%
Validity of notice of termination	440	17%
Deposit retention	428	16%
Breach of tenant obligations	413	16%
Overholding	346	13%
Standard and maintenance of dwelling	314	12%
Anti-social behaviour	185	7%
Unlawful termination of tenancy (illegal eviction)	172	7%
Damage in excess of normal wear and tear	126	5%
Other**	99	4%
Validity of notice of rent review	79	3%
Rent review not in line with Rent Pressure Zone	58	2%
Breach of fixed term lease	55	2%
Rent more than market rate	46	2%
Total	3,943	2,595

* 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.