

2024 Summary Key Findings Q3 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	1,350	54%
Landlord	1,079	43%
Third Party	75	3%
Total	2,504	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	649	26%
Deposit retention	486	19%
Breach of landlord obligations	454	18%
Validity of notice of termination	448	18%
Overholding	334	13%
Breach of tenant obligations	307	12%
Standard and maintenance of dwelling	261	10%
Unlawful termination of tenancy (illegal eviction)	179	7%
Anti-social behaviour	169	7%
Damage in excess of normal wear and tear	125	5%
Other**	124	5%
Validity of notice of rent review	82	3%
Rent more than market rate	67	3%
Breach of fixed term lease	64	3%
Rent review not in line with Rent Pressure Zone	54	2%
Total	3,803	2,504

* 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). This might affect the total which may not add up to 100%.

** Please note 'Other' may be marked on an application form alongside additional dispute types.