

2024 Summary Key Findings Q4 (Quarterly) | Disputes

Applicant Party	Count	% total
Tenant	1,125	55%
Landlord	859	42%
Third Party	62	3%
Total	2,046	

Dispute Type (All cases)	Count	% cases*
Rent arrears/Rent arrears and overholding	543	27%
Deposit retention	419	20%
Breach of landlord obligations	393	19%
Validity of notice of termination	355	17%
Overholding	301	15%
Standard and maintenance of dwelling	243	12%
Breach of tenant obligations	235	11%
Unlawful termination of tenancy (illegal eviction)	161	8%
Anti-social behaviour	161	8%
Other**	114	6%
Damage in excess of normal wear and tear	102	5%
Rent review not in line with Rent Pressure Zone	60	3%
Breach of fixed term lease	58	3%
Validity of notice of rent review	57	3%
Rent more than market rate	53	3%
Total	3,255	2,046

* 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.