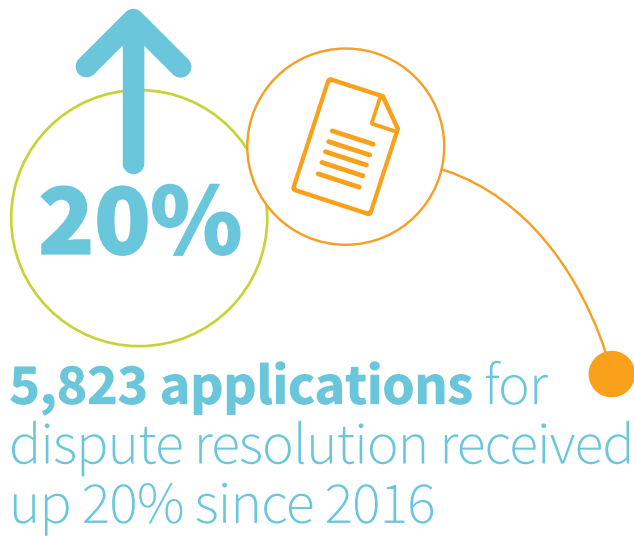
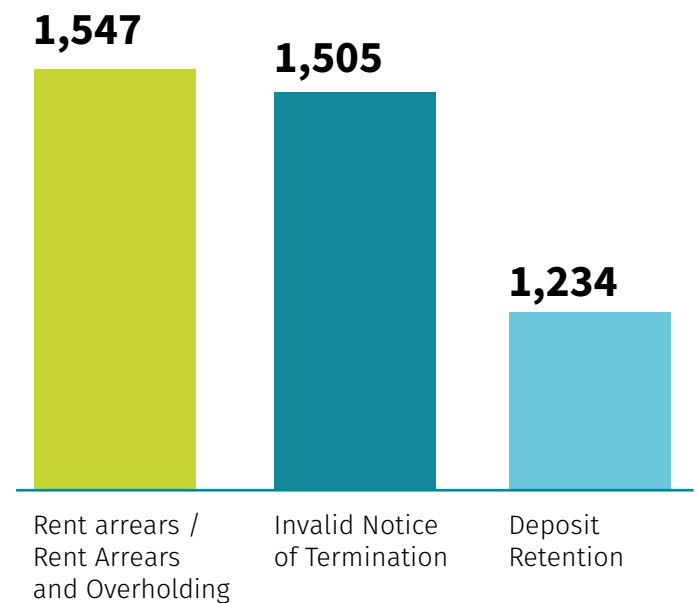


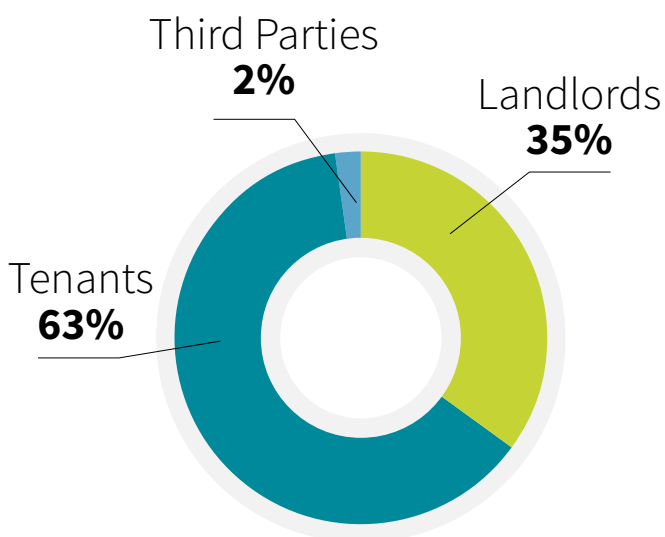
Dispute Resolution Service activity 2017



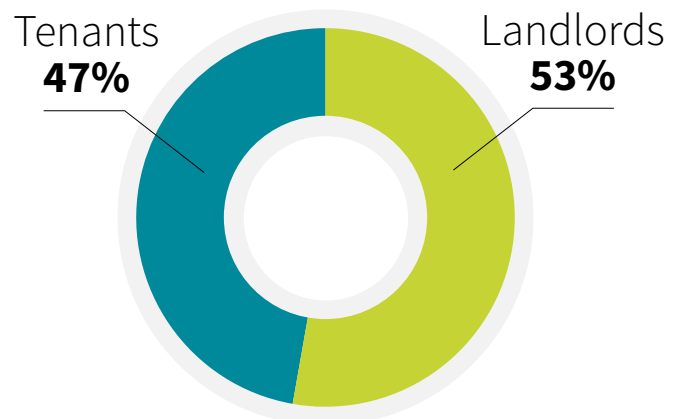
Top three dispute types



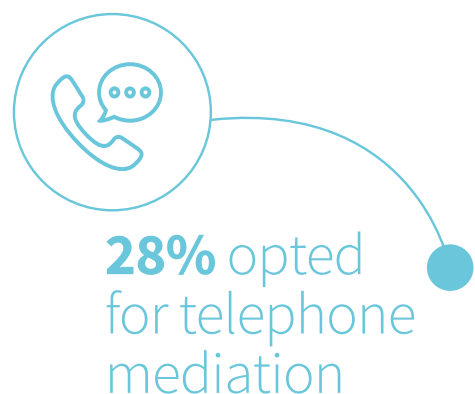
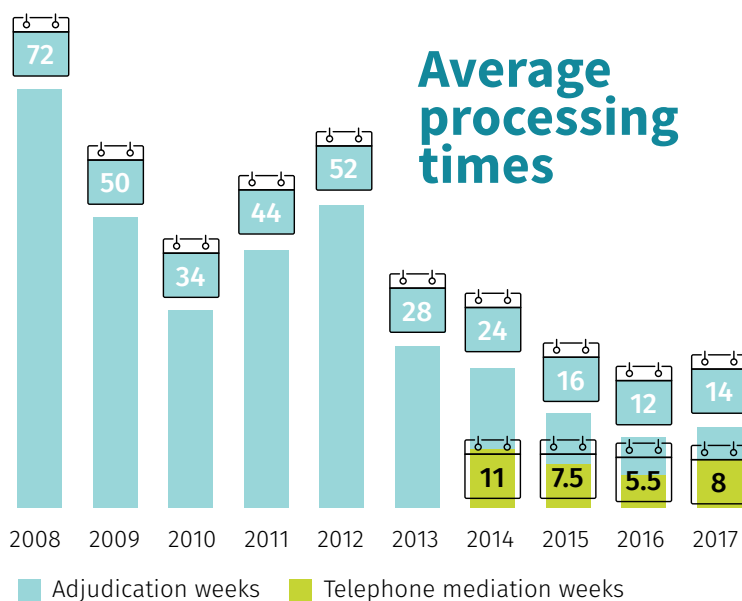
Who took cases?



Damages awarded



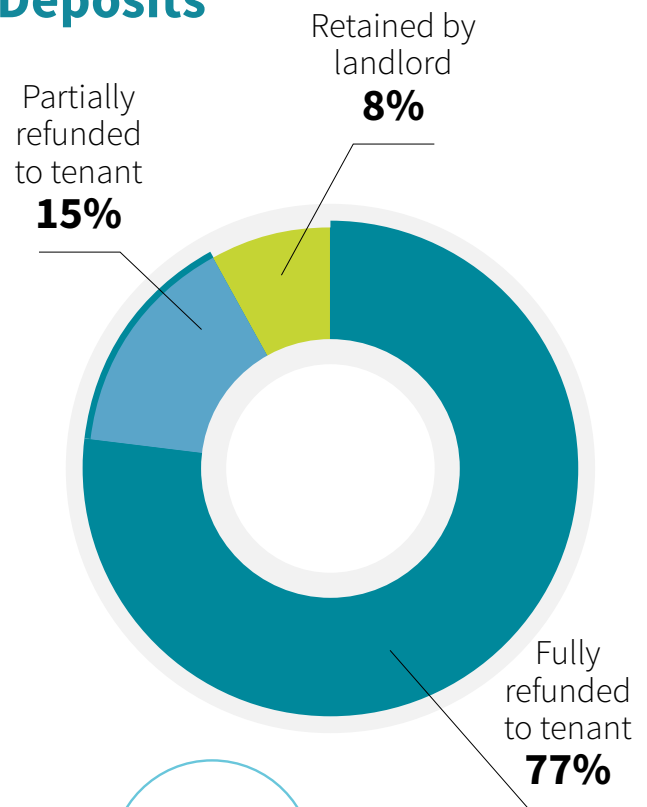
Average processing times



Notices of Termination



Deposits



Rent Reviews



77% of all Notices of Rent Review determined on were ruled invalid



Disputes relating to “rent more than market rate” have increased by **88%** from 2016.



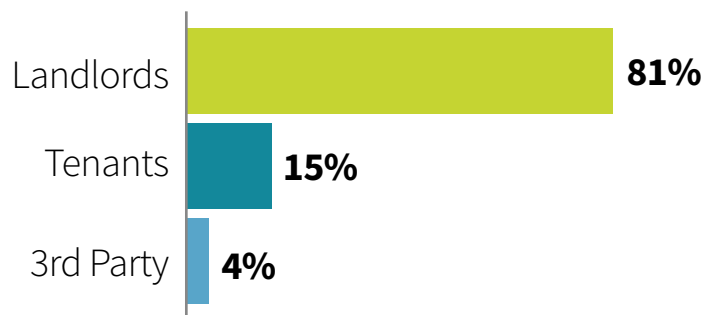
€1.6 in Rent Arrears awarded to Landlords
Average €3,408 per Landlord

Approved Housing Bodies

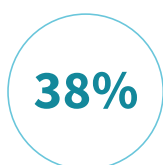


107 dispute applications received

Who took cases?



Top three dispute types



Rent arrears/
rent arrears and
overholding



Anti-social
behaviour



Overholding