

## 2018 Summary Key Findings Q2 | Disputes

Applicant Party	Count	% total
Tenant	1,980	57%
Landlord	1,437	41%
Third Party	76	2%
	<b>3,493</b>	

Dispute Type (All cases)	Count	% cases
Invalid Notice of termination	703	20%
Deposit retention	638	18%
Breach of landlord obligations	559	16%
Rent arrears/Rent arrears & overholding	936	27%
Overholding	541	15%
Other	827	24%
Standard and maintenance of dwelling	319	9%
Breach of tenant obligations	298	9%
Unlawful termination of tenancy (Illegal eviction)	249	7%
Anti-social behaviour	185	5%
Damage in excess of normal wear and tear	175	5%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	147	4%
Breach of fixed term lease	121	3%
	<b>5,698</b>	<b>3,493</b>

As there can be multiple dispute types on each case, % total is based on the total number of dispute types, % case is based on the number of cases.