

## 2018 Summary Key Findings Q4 | Disputes

Applicant Party	Count	% total
Tenant	3,741	59%
Landlord	2,466	39%
Third Party	138	2%
	<b>6,345</b>	

Dispute Type (All cases)	Count	% cases
Validity of notice of termination (if you are disputing the validity of a termination notice issued)	1,351	21%
Deposit retention	1,196	19%
Breach of landlord obligations	1,121	18%
Rent arrears, Rent Arrears & Overholding	1,627	26%
Overholding	969	15%
Other	1,396	22%
Standard and maintenance of dwelling	576	9%
Breach of tenant obligations	522	8%
Unlawful termination of tenancy (Illegal eviction)	490	8%
Anti-social behaviour	361	6%
Damage in excess of normal wear and tear	304	5%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	225	4%
Breach of fixed term lease	216	3%
Validity of notice of rent review	104	2%
Rent review not in line with Rent Pressure Zone	97	2%
	<b>10,555</b>	<b>6,345</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.