

# 2017 Summary Key Findings Q4 | Disputes

Applicant Party	Count	% total
Tenant	3,696	63%
Landlord	2,015	35%
Third Party	112	2%
<b>5,823</b>		

Dispute Type (All cases)	Count	% total	% cases
Rent arrears/Rent arrears and overholding	1,547	16%	27%
Invalid Notice of termination	1,505	15%	26%
Deposit retention	1,234	12%	21%
Breach of landlord obligations	1,011	10%	17%
Other	1,002	10%	17%
Overholding	738	7%	13%
Standard and maintenance of dwelling	603	6%	10%
Breach of tenant obligations	507	5%	9%
Unlawful termination of tenancy (Illegal eviction)	491	5%	8%
Rent more than market rate (Not Applicable to Approved Housing Body Tenancies)	481	5%	8%
Anti-social behaviour	328	3%	6%
Damage in excess of normal wear and tear	253	3%	4%
Breach of fixed term lease	221	2%	4%
<b>9,921</b>			<b>5,823</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.