

2018 | at a Glance



336,890

registered tenancies

with **539,253** registered tenants
& **173,197** landlords



260,188

total customer contacts



165,453

telephone calls and



70,313

emails received



15,480

registration notices

and enforcement letters were issued



24,422

webchats

average of **2,035** per month



On average

637

calls a day

with **80%** answered in **<20** seconds



47% increase

in total calls, emails, webchats

since 2015



29,542

**approved housing body
tenancies registered**

We received



6,398

**applications for
dispute resolution**



@RTBinfo Twitter
account launched in
April 2018



BetterLet
RTB Accredited
Landlord
launched in **Sept 2018**



102,100
new tenancy agreements
registered



Number of Landlords
173,197



Number of Occupants
695,142



31% of all
dispute applications
ended in agreement



The **RTB** is one of the first
public sector bodies to move
fully to cloud-based services