

COMPLAINT FORM
KZN RENTAL HOUSING
TRIBUNAL

FOR OFFICIAL USE

Reference Number

□	□	□	□	□	□	□	□
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1. PARTICULARS OF COMPLAINANT

Title: _____ Name: _____

ARE YOU A: TENANT LANDLORD

ADDRESS:(Flat Name, Room No. Street Name) _____

POSTAL ADDRESS: _____

TELEPHONE (h) _____ (w) _____

CELL _____ FAX _____

☛ **NOTE:** In the event the complainant is a committee or an association, please attach a list of names, telephone numbers and addresses of members.

2. NATURE OF COMPLAINT (please tick appropriate box and then provide more details of your complaint, by referring to the relevant section(s) **under 6.**)

Section	Nature of Complaint	
A.	Deposit	
B.	Disconnection of services	
C.	Eviction / Notice to vacate	
D.	Illegal lockout	
E.	Maintenance / Services	
F.	Non-payment of rental	X
G.	Nuisance	
H.	Overcrowding	
I.	Receipts	
J.	Rental	
K.	Other	

3. DWELLING

3.1. DETAILS OF DWELLING

Address where the subject matter of the dispute is situated:

3.2. DESCRIPTION OF DWELLING:

House		Flat		Room	
Outbuilding		Hostel Room		Garage	
Other (<i>Specify</i>)					

3.3. Number of tenants living in dwelling:

4. PARTICULARS OF AGREEMENT

When was the first date of occupation?	
Was there a written or verbal agreement?	
If written, do you have a copy of the lease?	

5. PARTICULARS OF RESPONDENT(S)

Title: _____ Name: _____

ARE YOU A: TENANT LANDLORD

ADDRESS:(Flat Name, Room No. Street Name) _____

POSTAL ADDRESS: _____

TELEPHONE (h) _____ (w) _____

CELL _____ FAX _____

NOTE: In the event the respondent is a committee or an association, please attach a list of names, telephone numbers and addresses of members.

6. **SECTIONS A – K**

Please complete appropriate block

A. Deposit:
What amount was paid as deposit? _____
When was the deposit paid? _____
Did you receive a receipt? Yes No
When did you ask for a refund? _____
To whom was the request for a refund made? _____

What was the reply? _____

If part of the deposit was refunded, how much was refunded? _____

Did the landlord / agent give any reason for his / her action?

B. Disconnection of services
What was disconnected? Electricity Water Both Other
When was the disconnection made? _____
Who made the disconnection? _____
Were you given notice of the disconnection? Yes No
Did the landlord / agent give any reason for the disconnection?

C. Eviction / Notice to vacate
Were you given a written notice to vacate? Yes No
When did you receive the notice to vacate the dwelling? _____
How was the notice served on you? _____
Were you told verbally to vacate? Yes No
Who told you to vacate? _____

D. Illegal lockout

When were you locked out? _____

Who locked you out? _____

Were you given written notice of lockout? Yes No

What was the reason for locking you out? _____

E. Maintenance / Services

What are the exact maintenance problems? _____

Did you have a checklist of problems when you moved in? Yes No

When did the problem start? _____

Was it discussed with the landlord / agent? Yes No

If not, whom did you complain to? _____

F. Non-payment of rental

When did this problem of non-payment of rent arise? _____

How much rental is payable? _____

What is the amount of the rental owed? _____

For what period is this amount outstanding? _____

Did you inform the tenant of the non-payment? Yes No

What reason was given? _____

Was any legal action taken to recover the outstanding rental? Yes No

If yes, what action was taken? _____

Did you inform the tenant in writing to pay the outstanding amount?

Yes No

G. Nuisance

What kind of nuisance is the tenant(s) responsible for? _____

Did you inform the tenant(s) in writing about the nuisance?

Yes

No

What was the tenant's response? _____

H. Overcrowding

What was the agreement regarding the number of people who could occupy? _____

How many people occupy the premises presently? _____

Did you inform the tenant about the overcrowding? Yes No

Was it done in writing verbally

What was the tenant's response? _____

I. Receipts

Do you receive a receipt regularly? Yes No

What is the problem regarding receipts? _____

Please provide copies of receipts if possible.

J. Rental

What is the complaint regarding the rental? _____

How long have you been paying / charging the current rental? _____

Does the lease state by how much the rent can be increased? Yes No

If yes, provide the amount / percentage of increase. _____

Is there any other information that is relevant to this complaint? _____

K. Other complaint(s)

Is there any other complaint not specified above?

Yes

No

Please specify _____

NOTE: Please supply copies of relevant letters, notices, receipts, documents, lease agreement, if possible.

DECLARATION:

I hereby solemnly declare that the information supplied above is true and correct.

Signature of Complainant

Date: