

# COMPLAINT FORM KZN RENTAL HOUSING TRIBUNAL

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**FOR OFFICIAL USE**

Reference number: \_\_\_\_\_

**1. PARTICULARS OF COMPLAINANT**

Title: \_\_\_\_\_ Full Names: \_\_\_\_\_

TICK APPROPRIATE BOX:  TENANT  LANDLORD

GENDER :  RACE :

COMPLAINANT'S ADDRESS (Residence, Room No. Street Name)

PHYSICAL ADDRESS: \_\_\_\_\_ ALTERNATIVE ADDRESS (e.g. work)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 POSTAL ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_

TELEPHONE:

(h): \_\_\_\_\_ (w): \_\_\_\_\_

CELL: \_\_\_\_\_ ALT/CELL: \_\_\_\_\_

E-mail: \_\_\_\_\_ 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	
G.	Nuisance	
H.	Overcrowding	
I.	Receipts	
J.	Rental	
K.	Other	

**3 DWELLING IN DISPUTE**

**3.1. DETAILS OF DWELLING**

Address of the dwelling in dispute:

\_\_\_\_\_

**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: \_\_\_\_\_

TICK APPROPRIATE BOX:  TENANT  LANDLORD

RESPONDENT'S ADDRESS (Flat Name, Room No. Street Name)

PHYSICAL ADDRESS: \_\_\_\_\_ ALTERNATIVE ADDRESS (e.g. work)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

POSTAL ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_

TELEPHONE:

(h): \_\_\_\_\_ (w): \_\_\_\_\_

CELL: \_\_\_\_\_ ALT/CELL: \_\_\_\_\_

E-mail: \_\_\_\_\_ FAX: \_\_\_\_\_

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:

**CHECK-LIST**

PART		comments
1	Full particulars of complainant	
2	Nature of Complaint	
3	Full particulars of dwelling in dispute	
4	Particulars of the agreement	
5	Full Particulars of the respondent	
6	Detailed nature of complaint	
7	Declaration signed	
8	Copy of I.D. /work permit/refugee status	
9	Copy of lease agreement	
10	Other documents attached	