



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

Case No: / / / / /

COMPLAINT FORM FOR THE KWAZULU NATAL RENTAL HOUSING TRIBUNAL

A. PARTICULARS OF COMPLAINANT: (LANDOWNER / TENANT) -Person lodging a Complaint

Title _____ First Name _____ Surname _____
ID Number _____ Gender _____ Race _____
Physical Address _____
Company name _____ Work Address _____
Tel (h) _____ (w/a) _____ (c) _____
E-mail _____

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Title _____ First Name _____ Surname _____
Physical Address _____
Tel (h) _____ (w/a) _____ (c) _____
E-mail _____

B. PARTICULARS OF RESPONDENT: (LANDOWNER / TENANT) -Person you are complaining about

Title _____ First Name _____ Surname _____
ID Number _____ Gender _____ Race _____
Physical Address _____
Company name _____ Work Address _____
Tel (h) _____ (w/a) _____ (c) _____
E-mail _____

C. PARTICULARS OF RENTAL AGENT: (PLACEMENT / MANAGING)

Title _____ First Name _____ Surname _____
Name of Company _____
Tel (w) _____ (c) _____ Fax _____
E-mail _____ Address _____
Postal Code _____

Mandate/responsibilities of agent

D. PROPERTY IN DISPUTE

Description of property: House / Flat / Room / Garage / Hostel / Room / Other (specify)
Address _____

Has a complaint for this property been submitted before? YES / NO



E. PARTICULARS OF RENTAL AGREEMENT (please attach proof)

Was a written lease agreement entered into?

YES / NO

F. NATURE OF COMPLAINT / DISPUTE (provide proof where necessary)

- | | | | |
|---|--------------------------|---|--------------------------|
| (a) Failure to refund deposit | <input type="checkbox"/> | (k) Unilateral changes to agreement | <input type="checkbox"/> |
| (b) Unlawful notice to vacate | <input type="checkbox"/> | (l) Unlawful entry | <input type="checkbox"/> |
| (c) Exorbitant increase in rental | <input type="checkbox"/> | (m) Unlawful seizure of possessions | <input type="checkbox"/> |
| (d) Failure to accept notice | <input type="checkbox"/> | (n) Failure to furnish receipts for payment | <input type="checkbox"/> |
| (e) Failure to provide municipal services | <input type="checkbox"/> | (o) Failure to provide copy of lease | <input type="checkbox"/> |
| (f) Failure to pay rental | <input type="checkbox"/> | (p) Failure to reduce lease to writing | <input type="checkbox"/> |
| (g) Failure to do maintenance | <input type="checkbox"/> | (q) Claim for remission of rental | <input type="checkbox"/> |
| (h) Unlawful eviction | <input type="checkbox"/> | (r) Illegal lockout | <input type="checkbox"/> |
| (i) Overcrowding | <input type="checkbox"/> | (s) Nuisance | <input type="checkbox"/> |
| (j) Failure to pay municipal services | <input type="checkbox"/> | (t) Dispute over municipal bills | <input type="checkbox"/> |
| (u) Other | <input type="checkbox"/> | | |

G. Declaration and Privacy Notice:

- 1) I declare that all the personal information furnished by me on this form is true and correct, and I undertake to inform the KwaZulu-Natal Rental Housing Tribunal (KZN RHT) of any changes in my personal information.
- 2) I undertake to comply with all the rules, regulations, and decisions of KZN RHT and any amendments thereto and I have taken note of advice which may be applicable to rental housing disputes in general.
- 3) I, as a complainant at KZN RHT, hereby consent that KZN RHT may collect, use, distribute, process my personal information for its business purposes, which may include, but is not limited to internal administrative processes pertaining to services offered to me by the KZN RHT.
- 4) I also consent that KZN DHS may share my personal information with the external auditors, relevant government institutions, relevant governance structures and legal entities which may lawfully require such information for legal obligations and/or investigations.
- 5) I understand that in terms of the POPIA and other laws of the country, there are instances where my express consent is not necessary to permit the processing of personal information, which may be related to investigations, litigation, compliance with legislative requirements or when personal information is publicly available.
- 6) I will not hold KZN RHT responsible for any improper or unauthorized use of personal information that is beyond its reasonable control.
- 7) I confirm that I have read the notice and understand the contents.

 Signature of Complainant

 Date



H. CHECK-LIST (FOR OFFICIAL USE)

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

FOR OFFICIAL USE

Signature of complaints officer

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Date: _____