



STATUTORY BODIES

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Industrial Site Mahikeng, 2745
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Tel: +27 (18) 388 4824/5

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2nd Floor West Wing, University Drive
Garona Building
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COMPLAINT FORM FOR THE RENTAL HOUSING TRIBUNAL

Lodging a Rental Housing Complaint in terms of the Rental Housing Act, Act 50 of 1999

For official use:

| | | | | |
|------------------------------------|----------------------|-------------|-----------|----------|
| Date received | | Case number | RT/ | |
| Case Manager | | | | |
| Mode of receipt (tick only one) | Walk-in | E-mail | Telephone | Referral |
| | | | | |
| District | Location in district | | | |

PARTICULARS OF THE COMPLAINANT – the person who is lodging the complaint

Are you the ... (please tick the appropriate box):

| | | | | | |
|--------|----------|-------|-----------|-------------|------------------|
| Tenant | Landlord | Agent | Caretaker | Association | Tenant Committee |
|--------|----------|-------|-----------|-------------|------------------|

Are you ... (please tick the appropriate box):

| | | |
|------|--------|-------------------|
| Male | Female | Prefer not to say |
|------|--------|-------------------|

Personal details of the complainant (please complete all applicable fields in full):

| | |
|------------------|------------------------------|
| Full names | Surname |
| Identity number | Passport number |
| Telephone number | Alternative telephone number |
| E-mail address | Forwarding address |
| Physical address | Postal address |

PARTICULARS OF THE RESPONDENT – the person/s who you are complaining about

Is the person/s you complain about the ... *(please tick the appropriate box)*:

| | | | | | |
|--------|----------|-------|-----------|-------------|------------------|
| Tenant | Landlord | Agent | Caretaker | Association | Tenant Committee |
|--------|----------|-------|-----------|-------------|------------------|

Personal details of the respondent *(please complete all applicable fields in full)*:

| | |
|------------------|------------------------------|
| Full names | Surname |
| Identity number | Passport number |
| Telephone number | Alternative telephone number |
| E-mail address | Alternative e-mail address |
| Physical address | Postal address |

PARTICULARS OF THE PROPERTY IN DISPUTE

Describe the property *(please tick the appropriate description of the property in dispute)*:

| | | | | | |
|-------|-------------------------------------|------|--------|--------|-------------|
| House | Flat | Room | Garage | Hostel | Wendy house |
| Shack | Other <i>(please specify other)</i> | | | | |

The property in dispute is ... *(please tick the appropriate box)*:

| | | | |
|-------------------------------------|-----------------------|----------------|----------------------------|
| Private | Student accommodation | Social Housing | Community Residential Unit |
| Other <i>(please specify other)</i> | | | |

What is the physical address for the property in dispute?

| |
|--|
| |
|--|

PARTICULARS OF THE COMPLAINT

Has this complaint been submitted before? *(please tick yes or no)*

| | |
|-----|----|
| Yes | No |
|-----|----|

If yes, case number: RT/.....

If yes, where was it submitted before? *(please tick the appropriate box)*:

| | | | |
|-------------------------------------|-------------------|----------------|--------------------|
| Rental Housing Tribunal | Magistrates Court | Regional Court | Small Claims Court |
| Other <i>(please specify other)</i> | | | |

What is the main/primary complaint about? (please tick the appropriate box):

| | | | |
|---------------------------------------|--|---|--|
| Lockout from the property | | Failure to pay municipal services | |
| Seizure of goods | | Failure to provide municipal services | |
| Short notice to vacate | | Disconnection of municipal services | |
| Failure to accept notice to vacate | | Damages to the property by the tenant | |
| Illegal eviction | | Damages to the property by the landlord | |
| Failure to pay rent | | Lack of or non-maintenance | |
| Failure to refund the deposit | | Health hazards | |
| Increase rental amount without notice | | Unacceptable living conditions | |
| Excessive increase in rental amount | | Overcrowding | |
| Default on rental arrear payment | | Sub-letting | |
| Unilateral changes to lease agreement | | Non-issue of receipts | |
| Lease agreement termination | | Unlawful entry | |
| No copy of the lease agreement | | Nuisance | |
| Other (please specify other) | | Other (please specify other) | |

Do you want the property to be inspected? (please tick yes or no)

| | |
|-----|----|
| Yes | No |
|-----|----|

Describe the complaint in full:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

PARTICULARS OF THE LEASE AGREEMENT

Is there a written lease agreement? *(please tick yes or no)*

Yes

No

If yes *(please complete all applicable fields in full):*

| | | |
|----------------------|---------------------------------|-----------------------------|
| Date signed | The number of years it is valid | Names of parties who signed |
| | | |

If no *(please complete all applicable fields in full):*

| | |
|--|--|
| Describe how and when the verbal agreement was concluded | Names of parties who concluded the agreement |
| | |

PARTICULARS OF THE RENT

Provide all applicable details of the rental amounts *(please complete all applicable fields in full):*

| | | | |
|---|----------------------------|---|-------------------------------------|
| Monthly rental amount agreement R | | By which date must the rent be paid per agreement | |
| How much deposit was paid? R | | | |
| How is rent paid/received every month? | Bank | Cash | Other <i>(please specify other)</i> |
| Is electricity included in the rent? | Included in the rent: R | Prepaid – tenant pays additional | Other <i>(please specify other)</i> |
| Is water included in the rent? | Included in the rent: R | Prepaid – tenant pays additional | Other <i>(please specify other)</i> |
| Is the levy (for estates) included in the rent? | Included in the rent: R | Tenant pays additional: R | Other <i>(please specify other)</i> |
| Additional rental amounts? <i>(please specify in detail and cost)</i> | | Additional rental amounts? <i>(please specify in detail and cost)</i> | |
| Additional rental amounts? <i>(please specify in detail and cost)</i> | | Additional rental amounts? <i>(please specify in detail and cost)</i> | |

For rental arrears *(please complete all applicable fields in full):*

| | | |
|--|--|----|
| How much rent is in arrears? R | How many months does the rental arrears equate to? | |
| Is there interest to be charged on the rental arrears? | Yes | No |
| If yes, what is the interest amount? R | | |

DECLARATION

I, (full name/s and surname)
with identity number solemnly declare that the
information supplied in this Complaint Form is true and correct to the best of my knowledge. I accept that should any
information supplied by me be found false, the Rental Housing Tribunal can nullify my complaint. I understand that if I
want to withdraw my complaint, I should do so in writing to the North West Department of Human Settlements. I consent
that the North West Department of Human Settlements may share, collect, use, distribute, and process my personal
information to find a resolution to my complaint.

I confirm that I have read and understood the declaration.

Full name/s of the complainant

Signature of the complainant

Date

LIST OF DOCUMENTS THAT MUST BE ATTACHED

Please tick that you have attached the following documents:

| | | | |
|---|--|--------------------------------------|--|
| Copy of your identity document/passport | | Photos | |
| Lease agreement | | Notice to vacate the property | |
| Rental payment receipt | | Municipal services payment receipt | |
| Letters/emails (that are applicable) | | Notice to increase the rental amount | |
| Notice to terminate the lease agreement | | Requests (any request) in writing | |
| Other (please specify other) | | Other (please specify other) | |

SUBMISSION OF THIS COMPLAINT FORM

Please submit this form as follows:

| Physical delivery | E-mail delivery |
|--|--|
| Department of Human Settlements Office 3, Ground Floor, NWDC Building, Mmabatho North West Province | rht@nwpg.gov.za |
| Telephone contact for enquiries | |
| Ms HH du Plessis – 0183883863/5 Mr DJ Jood – 0605373200 Ms MG Mosadi – 0605373334 Mr OA Moseki – 0787105536 | |