



human settlements

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA

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**Press Release  
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**DEPARTMENT RECORDS GREAT PROGRESS IN TACKLING RENTAL DISPUTES**

More than 200 rental disputes between landlords and tenants have been resolved during the past few months of the current financial year. The Mpumalanga Rental Tribunal Board handled cases ranging from mainly tenants breaching contracts and incompetent or dishonest landlords, amongst others. The disputes were filed with the Tribunal by either the land-lord or the tenant.

The Rental Tribunal Board provides information regarding lease agreements, legal rights, payment procedures, claims, disputes resolution and arbitration processes. Unfair practices such as unpaid rentals, troublesome tenants, illegal lockouts and disconnections of water and electricity services are common cases the Tribunal tackles and subsequently resolving. The Tribunal lays down general principles governing conflict resolution in the rental housing sector, protect landlords and tenants against unfair rental practices, provides education with the regard to rights and obligations and further provides accessible mechanisms to address disputes.

The Department has a responsibility to regulate and mediate between landlords and tenants on rental matters. The Rental Tribunal Board was established in terms of Section 9 Act of 1999 to assist tenants and landlords establish good relations in all rented accommodation in the province. The board of five members are appointed by the Member of the Executive Council (MEC) responsible for Human Settlements.

The government promulgated the Act to regulate, control and harmonise the relationship between landlords and tenants. Inadequate accommodation often breeds tension among thousands of people who need rented accommodation; therefore government saw a need to balance the rights of tenants and landlords to create mechanisms to protect both parties against unfair practises and exploitation by either party.

All complaint must be lodged with the Tribunal in writing by filling the prescribed form that is available from the Department's District Offices and municipalities in the Province. The filled forms should be submitted to the Rental Housing Tribunal Secretariat either by fax: 086 511 44637, or email: [rentaltribunal@mpg.gov.za](mailto:rentaltribunal@mpg.gov.za).

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**ISSUED BY THE COMMUNICATIONS DIRECTORATE  
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