



human settlements

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

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OVER 700 RENTAL DISPUTES RESOLVED

The rental space must be harmonised and serve both property owners/landlords and tenants. It is for this reason that the Mpumalanga Rental Housing Tribunal Board (Rental Tribunal) is relentless in resolving disputes arising from rental contracts. In the 2023/24 financial year, the Department of Human Settlements' Rental Tribunal recorded the resolution of over 700 rental disputes. The Tribunal is a statutory body appointed by the MEC for Human Settlements to resolve disputes over unfair rental practices between property owners and tenants. It also has the responsibility to regulate and mediate between the landlords and tenants on rental matters.

The Rental Tribunal has a range of powers, in that it can subpoena anyone party of interest to appear before it. Department's Rental Housing Tribunal Director, Mr Roy Ledwaba expounded that the powers of the Tribunal is that it can summons a party to a hearing or mediation. "Its ruling is binding as that of a magistrate court and it can impose a fine or imprisonment. Therefore, gone are the days when the order of the tribunal would be overlooked as that would be in contempt", explained Ledwaba.

The process entails that upon lodging of the complaint, the Tribunal Board will issue the acknowledgement letter. To ascertain the facts, the investigators would conduct preliminary investigation and then set-up a date for a mediation process. If mediation fails, the matter is escalated to a full-tribunal hearing which will make a final order. This is a free government service available to either the complainant or the respondent from the time a complaint is filed to the end of a mediation or hearing.

Mr Ledwaba also called on property owners and tenants to familiarise themselves with statutory function of the Rental Tribunal Board and the Rental Housing Act. "Knowing and understanding the Act brings about a clear understanding of rights and obligations of parties under the lease agreement. With the legislation constantly evolving, estate agents and tenants who keep up to date with amendments will benefit even more" stressed Ledwaba.

Complaints must be lodged with the Tribunal in writing by filling the prescribed, which can be accessed from the Regional Housing Offices and housing officials at various municipalities in the Province. The filled forms should be submitted to the Rental Housing Tribunal Offices by email: pcmbowani@mpg.gov.za, precious@mpg.gov.za or call this number 013 757 0792 during working hours.

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