

MPUMALANGA RENTAL HOUSING TRIBUNAL COMPLAINT FORM

FOR OFFICIAL USE: REFERENCE: DHS/11/30/2/2/1

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CASE NO.

A. PARTICULARS OF COMPLAINANT

SURNAME: _____

FORENAME: _____

NAME OF ASSOCIATION(S) _____

ID NUMBER: _____

BUSINESS / RESIDENTIAL ADDRESS (FLAT NAME, ROOM NO. STREET NAME): _____

POSTAL ADDRESS: _____

CELL NUMBER: _____

BUSINESS TELEPHONE NO: _____

Email address: _____

B. PARTICULARS OF A PERSON WHOM THE COMPLAINT IS LODGED AGAINST

NAME OF LANDLORD/TENANT /ASSOCIATION: _____

CONTACT NUMBER: _____

FAX NUMBER: _____

Email address: _____

PERMANENT RESIDENTIAL ADDRESS: _____

WORK ADDRESS (AND TELEPHONE): _____

C. DETAILS OF PROPERTY IN DISPUTE

NUMBER OF UNITS IN BUILDING (IF APPLICABLE): _____

NUMBER OF TENANTS LIVING IN THE DWELLING: _____

LOCATION OF DWELLING: _____
STILL IN OCCUPATION? YES, OR NO

IF NO, STATE DATE OF VACATION & NEW FORWARDING ADDRESS:

D. ADDITIONAL INFORMATION

NAME OF CARETAKER / ESTATE AGENT.....
CONTACT NUMBER: FAX NUMBER:

NAME OF OWNER OF BUILDING:
CONTACT NUMBER: FAX NUMBER:
PERMANENT RESIDENTIAL ADDRESS (FLAT NAME, ROOM NO. STREET NAME)
.....
POSTAL ADDRESS:
.....

E. LIST OF COMPLAINTS / DISPUTES

1. _____
2. _____
3. _____
4. _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page.

MONTHLY RENTAL	R
ELECTRICITY AMOUNTS	R
WATER AMOUNTS	R
DEPOSIT PAID	R

H. HAS A COMPLAINT FOR THIS BUILDING BEEN SUBMITTED BEFORE?

IF YES WHAT IS THE REFERENCE NUMBER.

YES _____ **REF:** _____

NO _____

I. IS THERE A NEED FOR INSPECTION?

YES _____

NO _____

NAME OF COMPLAINANT: _____

SIGNATURE: _____

DATE: _____

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NAME OF MEMBER OF STAFF: _____

SIGNATURE: _____

DATE: _____

NB! All necessary documents based on the nature of allegation should accompany this complaint form in order to substantiate ones claim / allegation like the following:-

- Lease Agreement / Contract
- Latest Municipal account
- Quotation
- Proof of ownership
- Letter of mandate
- Proof of payment
- Financial breakdown
- Images

STATEMENT FORM

COMPLAINANT

RESPONDENT

REFERENCE NUMBER

COMPLAINANTS ADDRESS

.....

.....

A. CAPACITY

1. Are you lodging this complaint as an individual or tenants' committee?
(Tick the appropriate box) Individual ☐ Committee ☐
2. Is the problem common in the building?
If you represent a committee then please let us have this mandate form completed by the tenants.

B. LEASE AGREEMENT

1. Was this a written ☐ or verbal agreement? ☐
2. Where was the lease agreement entered into? Place:
3. When was the lease agreement entered into? Date:
4. When was the first occupation of the dwelling? Date:
5. What was the agreed period of stay if any? Period:
6. If a written lease was signed, do you have copy?
7. If no lease agreement was entered into between you and the landlord, then what did the landlord tell you before or at the time you rented this dwelling?
.....
8. Who did you speak to when you rented this dwelling? Was it the landlord himself, herself or the agent? Give the name of the person.

C. RENTAL

1. Monthly rental agreement.
2. Does the rental include electricity? Yes ☐ No ☐
3. Does the rental include water? Yes ☐ No ☐
4. By what date should the rental be paid? Date:

5. Where does the rental have to be paid? Place:
6. To whom does the rental have to be paid? Name:
7. Is your rental in arrears? Yes ☐ No ☐
8. Do you have receipts as proof of payment? Yes ☐ No ☐
- If yes, please provide copies.
- If no please provide reasons:
-
-
-
9. How long have you been paying the current rent? Period.....
10. Why are you complaining about rental?
-
-
11. Are you paying the same rental as other tenants? Yes ☐ ☐
- If no, give reasons why you think you should pay the same as others
-
-
12. If you think your rent is too high, give reasons why.
-
-
13. Does your lease state by how much your rent can be increased?
- Yes No
- If yes, state the amount.....
14. How much rent is commonly paid in the area? Amount ±R.....
15. Are there any other services that could have increased your rent?
16. In addition to rentals and payments for water and electricity was it agreed that there would be payments for other services? If so, for what and how much would have to be paid for each of the services?
-
-
-

D. MAINTENANCE

1. What are the exact maintenance problems?
-
-

-
-
2. Did you have a checklist when you moved in? Yes ☐ No ☐
 3. When did the problem of maintenance arise?
 4. Was it discussed with the landlord/agent?
 5. Who did you complain to? Name.....
 6. When did you complain? Date.....
 7. What was the response?
-
-

E. SERVICES (WATER, ELECTRICITY, GAS ETC)

1. What are the exact problems?
.....
.....
.....
.....
2. When did the problem of services first arise?.....
3. Was it discussed with the landlord?.....
4. When did you complain?.....
5. What was the landlord's response?
.....
.....
.....
6. Are you up to date with your rent? YES ☐ NO ☐
7. Did the landlord agree to provide these services? Yes ☐ No ☐
8. Did the landlord take any reasonable steps to correct the situation?
Explain
.....
.....

F. DEPOSITS

1. How much deposit was paid?
2. When was the deposit paid?
3. Did you receive a receipt? YES ☐ NO ☐
4. What is the name of the bank account at which your deposit is held?.....

5. When did you vacate the dwelling?.....
6. When was the landlord notified?.....
7. Was the landlord given a month's notice or the notice period agreed to in terms of the lease agreement?.....
8. When was the notice given?.....
9. Was it a written or verbal notice?.....
10. When did you ask for a refund of deposit?.....
11. What was the landlord's response?
.....
.....

12. If part of the deposit was refunded, how much was it?.....
13. Was the deposit refunded with interest?.....
14. Did the landlord tell you how much interest is due to you?.....
15. Did you ask the landlord how much interest is due to you?.....
16. How much was the total deduction?.....
17. Has the landlord given any details as to part refund?.....
18. Was an inspection of the dwelling done prior to occupation? If so, when was this done and by whom?.....
19. Was a list of all faults and defects drawn up? Yes ☐ No ☐
If so, please provide the list as attachment to this complaint.
20. Were there any repairs done regarding these faults or defects? If so, what repairs were done?.....
.....
.....
21. Was a joint inspection of the premises done prior to vacating the premises? If so, when was this done?.....
22. What was the actual or estimated cost of these faults and defects?
Are there any receipts for these repairs? Let us have these invoices.

G. EVICTION/ISSUING OF SUMMONS

1. When were summons issued against you?
.....
2. Do you have a copy of the summons? Yes ☐ No ☐ If so Please attach
3. Was the summons served on you personally, and how?
.....
4. If no summons, when were you told to vacate the dwelling?

.....
5. Who told you to vacate?

.....
6. Were you given a written notice to vacate?

.....
7. Where is the evicted person living now?

.....
8. If there is a threat of eviction, when and how were you notified of this eviction and by whom?
.....
.....

H. ATTACHMENT OF PROPERTY

1. Did you receive any notice before your goods and belongings were attached?
.....

2. When was the notice received? Please supply a copy of the notice.
.....

3. Did you receive any court document such as summons before your goods and belongings were attached? Yes ☐ No ☐

4. When did you receive this summons?
.....

5. Who delivered the summons to you?
.....

6. What did you do after the summons was delivered to you?
.....

7. Who attached your goods and belongings and when?
.....

8. What goods and belongings were attached? Attach list

9. Please provide the order of attachment.

I. NON-PAYMENT OF RENT

1. Is the tenant in arrears?

2. How much rental is outstanding?

3. Did the landlord give you a written notice to remedy the situation?

4. When was a written notice to remedy the situation?

5. Can you provide a copy of such notice?

6. Reasons for non-payment of rent?

.....
.....

J LOCKOUT

1. When were you locked out?
2. Who locked you out?
3. Were you given written notice of the lockout?
4. What was the reason for locking you out?

.....

5. Were your goods also locked in?

DECLARATION

I HEREBY SOLEMNLY DECLARE THAT THE INFORMATION SUPPLIED ABOVE IS TRUE AND CORRECT. I ACCEPT THAT SHOULD ANY INFORMATION SUPPLIED BY ME BE FOUND TO BE FALSE, THE TRIBUNAL CAN NULLIFY MY COMPLAINT.

NAME & SURNAME **SIGNED**

INFORMATION TAKEN BY _____ **SIGN**_____

INFORMATION SUPPLIED BY_____ **SIGN**_____

DATE _____

TIME _____