



GAUTENG PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

RENTAL HOUSING TRIBUNAL

Schedule 1

COMPLAINANT FORM FOR THE RENTAL HOUSING TRIBUNAL

FOR OFFICIAL USE ONLY

REFERENCE NO.

A. PARTICULARS OF COMPLAINANT

SURNAME:

FORENAME (S):

NAME OF ASSOCIATION (S):

ID NUMBER / PASSPORT NO:

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

CONTACT NUMBER:

HOME TELEPHONE NO:

FAX NUMBER:

EMAIL ADDRESS:

B. DETAILS OF DWELLING

NUMBER OF UNITS IN BUILDING (IF APPLICABLE):

NUMBER OF TENANTS LIVING IN THE DWELLING:

LOCATION OF DWELLING:

C. PARTICULARS OF TENANT/S COMMITTEE MEMBERS

NAME: CONTACT NUMBER: DWELLING:
NAME: CONTACT NUMBER: DWELLING:
NAME: CONTACT NUMBER: DWELLING:
NAME: CONTACT NUMBER: DWELLING:
NAME: CONTACT NUMBER: DWELLING:
NAME: CONTACT NUMBER: DWELLING:

D. PARTICULARS OF PERSON AGAINST WHOM THE COMPLAINT IS LODGED

NAME OF LANDLORD / TENANT / ASSOCIATION: CONTACT NUMBER: FAX NUMBER: PERMANENT RESIDENTIAL ADDRESS (FLAT NAME, ROOM NO. STREET NAME): EMAIL ADDRESS:
--

E. ADDITIONAL INFORMATION

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

F. PERSON/ORGANISATION THAT REFERED THE COMPLAINT

NAME:
TEL:
REF NUMBER:

G. LIST OF COMPLAINTS/DISPUTES

1.
2.
3.
4.

H. (FINANCIAL STATUS OF BUILDING)

TOTAL ELECTRICITY ARREARS	R
TOTAL WATER ARREARS	R
TOTAL RATES & TAXES OWED TO COUNCIL	R
TOTAL OWED TO THE MANAGEMENT AGENT	R

I. HAS A COMPLAINT FOR THIS BUILDING BEEN SUBMITTED BEFORE?
IF YES WHAT IS THE REFERENCE NUMBER.
YES _____
NO _____

J. IS THERE A NEED FOR INSPECTION?
YES _____
NO _____

NAME OF COMPLAINANT: _____

SIGNATURE: _____

DATE: _____

FOR OFFICIAL USE

NAME OF MEMBER OF STAFF: _____
SIGNATURE: _____
DATE: _____

STATEMENT FORM

COMPLAINANT

RESPONDENT

REFERENCE NUMBER

COMPLAINANTS ADDRESS
.....
.....
.....
.....
.....

A. CAPACITY

1. Are you lodging this complaint as an individual or landlord's committee?
(Tick the appropriate box) Individual Committee

2. Is the problem common in the building?
Yes No

3. Have you reported any matter to the Rental Housing Tribunal before?
Yes No
If yes give details i.e. Reference Number:

4. Have the tenant/s reported any matter against you to the Rental Housing Tribunal before?
Yes No
If yes give details i.e. Reference Number:
.....
.....
.....
.....
.....

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?
Yes No
- 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. COMPLAIN

What are you complaining about?
.....
.....
.....
.....
.....
.....

- 1. **If the complaint is about non-payment of rent, furnish us with the following information:**
The name and address of the tenant/s and/or the respective flat number/s.....
.....
.....
.....
.....
.....

What is the monthly rental?

Give details of the month/s for which the tenant/s owe rentals

.....
.....
.....
.....
.....

How much are you claiming and how is the amount made up?

.....
.....
.....
.....
.....

If the amount which you are claiming includes water, electricity and other charges, then give us details of such charges, for each month that you are claiming.

.....
.....
.....
.....
.....

On what date of the month does the tenant/s have to pay rental/s **DATE:**

.....

Any other information that may assist the Tribunal in resolving the matter

.....
.....
.....
.....
.....

2. Is there any other complain and/or if the complain is not with regard to rentals, then furnish us with relevant details

.....
.....
.....
.....
.....

3. Have you taken any steps in regard to your complaint such as verbal notice, written letters etc

Yes No

4. Have you taken any court action against the tenant/s, if so let us have details and court documents

.....
.....
.....
.....
.....

5. Please annex all relevant documentation in support of your complaint

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.

SIGNED NAME&SURNAME.....

INFORMATION TAKEN BY _____ SIGN _____

INFORMATION SUPPLIED BY _____ SIGN _____

DATE _____

TIME _____