

Sanctions - Alleged Breach Complaint Form



IASForm1: Sanctions Procedure Complaint Form

Making a Complaint

You can complete this form if you wish to make a formal complaint about a Landlord where you believe they may have breached certain areas of rental law and want the RTB to investigate.

The RTB will also write to the Landlord to advise them that an investigation has commenced. **Please note: Where you make a formal complaint the Landlord will also receive a copy of this complaint form.**

What the RTB can Investigate

All complaint forms submitted to the RTB will be acknowledged and reviewed.

The RTB can investigate complaints about Landlords of Private Residential Tenancies and Approved Housing Bodies who may have breached certain aspects of rental law.

▶ Breaches of the Law:

- Failure to comply with the RPZ requirements including setting the rent above 4% in an RPZ and seeking to inappropriately rely on the exemptions to the RPZ contained in the Act;
- Failure to register the tenancy and/or notify the RTB where the amount of rent changes during the year;
- Knowingly providing false or misleading information on a Notice of Termination. Including; Failing to offer a tenant their tenancy back where it has been terminated for certain specific grounds which are no longer relevant e.g. property not sold, or family member no longer in occupation, where the tenant has fulfilled their obligation in providing contact details to the Landlord, should the property become available for re-let.
- The complaint relates to improper conduct as defined in the law, is made in good faith, is not frivolous or vexatious or without substance or foundation.

The RTB will write to you if your complaint will be investigated by the RTB and explain the next steps in the process.

Further Information

Further information and guidance on RTB Investigations and Sanctions is available on our website at; www.rtb.ie

The RTB also has a dedicated Phone Line 0818 776297 or 023 8832811 and our call advisors can provide helpful information regarding the Investigations and Sanctions processes.

Please provide as much information as possible

Your Details

Name

Address

Eircode

Phone Number

Email

Details of the Landlord you wish to complain about

Name

Address

Eircode

Phone Number

Email

Details of the Rented Dwelling

Address

Eircode

Details of the Tenancy

Names of Tenant/s

Duration of Tenancy

From:

To:

What type of Improper Conduct do you wish to complain about

(please tick)

- ▶ Failure to comply with Rent Pressure Zone requirements including attempting to increase the rent above 4% in an RPZ and seeking to inappropriately rely on the exemptions to the RPZ;
- ▶ Failing to register the tenancy and/or notify the RTB where the amount of rent changes during the year;
- ▶ Knowingly providing false or misleading information on a Notice of Termination;
- ▶ Failing to offer a tenant their tenancy back where it has been terminated for certain specific grounds which are no longer relevant e.g. property not sold, or family member no longer in occupation, where the tenant has fulfilled their obligation in providing contact details to the Landlord, should the property become available for relet.

Details of the Complaint about the Landlord

Please include as much information and detail as possible. Please attach additional pages if necessary. No original supporting documentation is required at this time.

Next Steps

Please send your complaint form by:

- ▶ **Email:** investigations@rtb.ie
- ▶ **Post:** Residential Tenancies Board, P.O. box 47, Clonakilty, Co. Cork

When the RTB receives your complaint form, we will:

- ▶ Write to you by email or letter to tell you we have received it.
- ▶ The RTB will then review this form and will advise you on the next steps as to how we will proceed.

It may be useful to phone us on our help-line (0818 77 62 97 or 023 88 32 811) before you submit this form.

The RTB respects your privacy and is committed to complying with Data Protection law. For information on how the RTB handle your personal data, please refer to the RTB Privacy Statement at <https://onestopshop.rtb.ie/privacy-statement>.

I understand that a copy of this form will be provided to the Landlord that the complaint is about, if this complaint is investigated by the RTB.

Signed

Dated

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