

Annexure F(a)

Failure to refund deposit

Reference number: 21/3/1/.....

Relevant questions to be completed by the:	Complainant (Tenant) Name:	Respondent (Landlord) Name:
I declare myself willing to have the dispute resolved through facilitation by the Tribunal, as a first attempt to have the dispute resolved (Circle your answer)	Yes / No	Yes / No
1. Managing Agent		
1.1. Is an agent managing the property for the Owner?		
1.2. Name of Agency		
1.3. Name of the Principle of the Agency		
1.4. Name of Agent		
1.5. Does a written mandate between the owner and the agent exist?		
1.6. Please attach copy of mandate		
1.7. If no written mandate exists - what were the terms of the verbal mandate according to the Agent?		
1.8. If no written mandate exists - what were the terms of the verbal mandate according to the Landlord?		

2. Lease Agreement		
2.1. Please attach copy of lease agreement		
2.2. Date property was occupied by tenant		
2.3. Date property was vacated by tenant		
2.4. If no lease agreement was signed, what were terms of verbal agreement?		
3. Deposit		
3.1. Date on which deposit was paid?		
3.2. Who was the deposit paid to?		
3.3. Please attach copy of proof of payment		
3.4. Where is the deposit + interest held at the Moment?		
3.5. Amount paid as a deposit?		
3.6. Deposit amount (including interest) on date that tenant vacated (excluding any deductions)		
3.7. How much was deducted from the deposit?		
3.8. What balance has been refunded to the tenant?		
3.9. What balance is still owed to the tenant?		
3.10. Please attach proof/copies of deductions in Form of invoices (or quotes if work not done).		
3.11. Who deducted or gave instructions for these Deductions?		
3.12. If no proof for the deductions exist - why not?		
3.13 Reason for deductions (detailed list per item and amount per item)		
3.14 Which of these deductions does the tenant not agree with?		
3.15. Why not?		

3.16. Which deductions does the tenant agree to?		
4. Inspections		
4.1. Was an ingoing inspection done jointly ?		
4.2. Date of ingoing inspection?		
4.3. Please attach copy of Ingoing inspection list		
4.4. If not done jointly - Why not?		
4.5. If not done at all - Why not?		
4.6. Was an outgoing inspection done jointly ?		
4.7. Date of outgoing inspection?		
4.8. Please attach copy of outgoing inspection list		
4.9. If not done jointly - Why not?		
4.10. If not done at all - Why not?		
5. General		