

Annexure F(e)

Failure to provide municipal services

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 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 vacated by tenant		
2.3. If no lease agreement was signed, what were the terms of the verbal agreement, especially re the payment of municipal services (who is responsible for payment, by which date should services be paid, how would the account delivered to the tenant etc)?		
3. Termination of Services		
3.1 Which services were terminated - electricity/water/gas?		
3.2 When was it terminated?		
3.3 Why?		
3.4 Are the accounts in arrears and by how much? Attach copies.		
3.5 Was the tenant warned/notified that the services would be terminated?		
3.6. How and when was the tenant warned/notified?		
3.7 What would be a fair settlement agreement in order to resolve the dispute?		

5. General		
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