

Annexure F(g)

Failure to do maintenance

Reference number: 21/3/1/ /
 Cmats 2011/

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
<u>1. Managing Agent</u>		
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?		
<u>2. Lease Agreement</u>		
2.1. Please attach copy of lease agreement		
2.2. Date property was occupied by tenant		

2.3. If no lease agreement was signed, what were the general terms of verbal agreement and also specifically regarding the tenant and landlords responsibility for maintenance?		
<u>3. Inspections</u> 3.1. Was an ingoing inspection done jointly ? 3.2. Date of ingoing inspection? 3.3. Please attach copy of Ingoing inspection list 3.4. If not done jointly - Why not? 3.5. If not done at all - Why not?		
<u>4. Maintenance Problems</u> 4.1 Is the rented unit a free standing property or in a complex? 4.2 Are the maintenance problems only related to the unit, or also to the rest of the building? 4.3 List specific maintenance Problems Example: Kitchen: Walls need painting Roof leaking Main bedroom: Carpet stained Cupboard doors broken Second bedroom: Windows cracked Roof: Roof of whole building leaking Elevator not working		

4.4. When did the maintenance problems first arise?		
4.5. Was it communicated to the landlord / agent?		
4.6 When and how?		
4.7 What was the response when you complained?		
4.8 What do you expect your landlord /agent to do in terms of the maintenance and by when?		
<u>5. General</u>		