Before completing this form, please read and understand the following:

* This complaint form is for tenants who want to make a complaint to the Housing Standards section in relation to the standard of their ***privately rented or Approved Housing Body home only.***
* Landlords have a legal obligation to ensure properties available to rent are compliant with the Housing (Standards for Rented Houses Regulations) 2019
* The regulations apply to homes that are let in the private market and through Approved Housing Bodies (AHB’s)4
* If you have any problems with your home, you need to contact your landlord first. You have to allow your landlord the opportunity to access your home to address the issues.
* If your landlord does not address your problems with the property, the form below should be used to contact the Housing Standards Section to make a complaint.
* Only complaints in relation to the non-compliance of the Housing Standards Regulations 2019 can be investigated.
* Only complaints from tenants living in private rented or approved housing body (AHB) housing can be investigated.
* The Housing Standards Regulations 2019 can be viewed on our website
* Complaints will be investigated at the discretion of Waterford City & County Council.

**Housing Standards for Private Rented Houses**

**COMPLAINT FORM**

|  |  |
| --- | --- |
| **RENTED PROPERTY DETAILS (Please PRINT details)** | |
| **Property Address (please include EIRCODE)** | Click or tap here to enter text. |
| **Is the property a** House  or  Apartment | Choose an item. |
| **Name of Tenant:** | Click or tap here to enter text. |
| **Phone No:** | Click or tap here to enter text. |
| **Email:** | Click or tap here to enter text. |
| **Is this household in receipt of HAP assistance?** | Choose an item. |
| **LANDLORD / LETTING AGENT DETAILS (Please PRINT details)** | |
| **Name** | Click or tap here to enter text. |
| **Address** | Click or tap here to enter text. |
| **Phone** | Click or tap here to enter text. |
| **Email** | Click or tap here to enter text. |

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| **COMPLAINT DETAILS**  In this section please provide as much detail as possible in relation to your complaint. Please also include any previous attempts to solve the problem. Please keep your account factual. Use additional sheets if needed. |
| Click or tap here to enter text. |
| **Tenant Declaration** |
| I confirm that my landlord has been notified of the issues above and has been given an opportunity to resolve the problem.    Date landlord notified: Click or tap here to enter text.  Tenant Signature to confirm Landlord has been notified: Click or tap here to enter text. |
| **DATA PROTECTION** |
| I consent to the collection and processing of the data provided by me to Waterford City & County Council for the purposes of inspection of a Privately Rented Dwelling pursuant to the Housing (Standards for Rented Houses) Regulations 2019.  I consent and note that this information may be shared/exchanged with other Government Departments/Agencies in accordance with the law and may be used by Waterford City & County Council and other agencies to carry out their legal obligations. I declare that the information provided is correct and true to the best of my knowledge.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |