

Residential Landlord Association Accreditation Scheme

Tenant Complaint Form

Address of Property
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Landlord's Name.....

Agents name and address (if applicable)
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.....

Landlord's Membership Number.....

Tenants Details

Name.....
Phone Number.....
Email.....

If you are representing the tenant then please attach a letter of authority and give the following details:

Name.....
Address.....
.....
.....

Phone Number.....
Email.....

Tenancy Details

Type of Tenancy.....
Single or Joint tenancy.....
Date started.....
Date agreement ends.....

Details of Complaint

Your landlord is a member of RLAAS has agreed to provide a service to you in accordance with the scheme's requirements. Copies of this and what it means can be downloaded from www.rlaas.co.uk or write to:

Residential Landlord Association Accreditation Scheme (RLAAS)
1 Roebuck Lane
Sale
Manchester
M33 7SY
T: 0844 887 1407 | E: info@rlaas.co.uk | W: www.rlaas.co.uk

Informing Your Landlord

If you believe your home or your landlord do not comply with the scheme requirements, please inform your landlord first and keep a record of what was said and when it was said. Copies of any written correspondence, emails or texts should also be kept. You may only make a complaint through RLAAS if your landlord has been made aware of your problem and has failed or made unsatisfactory progress to deal with your complaint.

Code Contravened	Why you believe the Code has been contravened

Date Landlord Informed.....

Response of Landlord (please include dates wherever possible)

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If you believe your tenancy agreement has also been breached please provide a copy of the tenancy agreement indicating which clause applies. Please use the space below to provide further details if necessary.

Relevant Clause	Reasons why you believe the clause was breached

Signature.....

Date.....