* 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.***
* 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.
* 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)
* 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 at <https://www.dlrcoco.ie/en/housing-provision-tenants/standards-private-rented-dwellings>
* Complaints will be investigated at the discretion of Dún Laoghaire-Rathdown County Council.
* Your complaint will be acknowledged within 7 working days, after which a member of the Housing Standards Team will be in touch with you.

**Housing Standards for Private Rented Houses**

**COMPLAINT FORM**

|  |  |
| --- | --- |
| **RENTED PROPERTY DETAILS (Please PRINT details)** | |
| **Property Address (please include EIRCODE)** |  |
| **Is the property a** | House  Apartment |
| **Name of Tenant:** |  |
| **Phone No:** |  |
| **Email:** |  |
| **LANDLORD / LETTING AGENT DETAILS (Please PRINT details)** | |
| **Name** |  |
| **Address** |  |
| **Phone** |  |
| **Email** |  |

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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. |
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| **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: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  Tenant Signature to confirm Landlord has been notified: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **DATA PROTECTION** |
| I consent to the collection and processing of the data provided by me to Dún Laoghaire Rathdown 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 Dún Laoghaire Rathdown 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |