

[SNL2018 CHAPTER R-14.2 - RESIDENTIAL TENANCIES ACT, 2018 \(assembly.nl.ca\)](#)

General Information

- This form is to be used where the complainant believes that a contravention of specific provisions of the **Residential Tenancies Act, 2018** has been committed, and they are seeking assistance / intervention for contraventions related to sections 7, 14(1) – 14(8), and/or 17(3).
- This form is **not to be used** if you are seeking a monetary order for compensation or loss associated to the rental unit, or if you are seeking an order for validity of termination notice and/or vacant possession of the rented premises. If you are seeking a monetary order, an order to determine the validity of a termination notice, an order for vacant possession, please complete and submit an Application for Dispute Resolution. [landlord-dispute-resolution.pdf \(gov.nl.ca\)](#).
- Proper completion of the complaint form is critical to having a complaint processed by the Residential Tenancies Office.
- It is the responsibility of the applicant to provide complete and accurate information about the parties and issues of complaint.
- The Complaint form is located at the following weblink: [Landlord & Tenant - Government Modernization and Service Delivery](#)

Part 1 : Residential Tenancies Act, 2018 – Contravention of Provision

- This section outlines the substance of the complaint which is identified.
- Check off all applicable sections and include decision and/or order file numbers where required

Section 7: Provision of Rental Agreement and Information

A tenant would check this box if they are making a complaint because the landlord has failed to provide a:

- Copy of the **Residential Tenancies Act and Regulations, 2018**;
- A written rental agreement or a written notice containing the information of an oral or implied rental agreement; and/or
- The appropriate contact information including name, telephone number and address where documents may be delivered or served by the tenant.

Section 14(1 - 8): Security Deposit

A tenant would check this box if they are making a complaint because the landlord has collected a security deposit that is more than the allowable amount and/or the landlord has failed to provide the tenant with a copy of the receipt.

Section 17(3): Record of Tenants Payments

A tenant would check this box if they are making a complaint because the landlord has not provided them with a receipt for rent or other money paid to the landlord in relation to the residential premises.

Part 2: Complainant Information

- The full legal name(s), as registered on a birth certificate or driver's license, of the complainant(s) is required.
- If the complainant is a business, the legal name as registered with the Registry of Companies or Canada Revenue Agency is required, as well as the name of an individual person representing the business.
- A civic or mailing address is required to submit a complaint. A complaint will not be accepted without a complete civic or mailing address including the postal code.
- Telephone numbers and email addresses must also be provided.
- Check applicable box: landlord or tenant.

Part 3: Person of Complaint (Respondent)

- The full legal name of the respondent(s) is required.
- If the respondent is a business, the legal name of the business must be provided.
- A civic or mailing address of the respondent(s) must be provided.
- A telephone number and email address of the respondent(s) should also be provided.
- It is the responsibility of the complainant to provide complete and accurate information about the respondent. If this information is deficient or inaccurate, Residential Tenancies may be unable to proceed with processing the complaint.
- Check applicable box: landlord or tenant.

Part 4: Residential Premises Subject to the Complaint

- Enter the full address of the rental unit, including the city or town and the postal code.

Part 5: Complaint Details

- The complaint details section is where the substance of the complaint is identified, as well as the remedy the applicant is seeking.
- Be detailed - provide all applicable information such as dates, persons involved, steps taken to resolve the issue.
- Use clear and concise language and in describing events, the description should be specific and detailed, and should only contain information relevant to the issue of complaint.
- If you are describing an event/issue that has taken place over a period of time, it is preferable that the description be written in chronological order and state the date(s) and time(s) it took place.

Part 6: Declaration and Signature

- The signature of each complainant identified in Part 2 of the complaint form is required.
- An electronic signature is acceptable in the following formats: (i) a typed name or signature block in an email; (ii) a scanned hand-written signature on an electronic document; (iii) using a stylus on a tablet touchscreen to write a signature by hand and capture it in electronic form; or (iv) user authentication to an internal system.
- Include the date you are signing the complaint form.

How to submit your Complaint:

How complaints are submitted:

1. Via email through landlordtenant@gov.nl.ca
2. Via regular mail to:
Residential Tenancies
Consumer and Financial Services Division
PO Box 8700
149 Smallwood Drive
Mount Pearl, NL A1B 4J6
3. Via fax to 709-729-6998
4. In person to:
Residential Tenancies
Consumer and Financial Services Division
149 Smallwood Drive
Mount Pearl, NL A1B 4J6