

Complaint regarding an NRLA member



All data provided by you will be kept in accordance with the NRLA Privacy Notice and only as disclosed as stated therein and below (available at www.nrla.org.uk/about-us/privacy-notice-member)

(If filled in on behalf of the complainant, please attached a letter of authorisation*)

Your name*:

Your current address:

Postcode:

Your email:

Your daytime telephone number:

Please provide the following:

Name of landlord:

NRLA Membership Number (if known):

Landlord's current address (if known):

Postcode:

Address of the property that the complaint relates to:

Postcode:

Please advise the tenancy start date:

Has the tenancy ended?

No (please go to Q5)

Yes (please go to Q6)

When is the tenancy due to end?

Note: Only your name and the details you provide below will be passed to the landlord for comment.

Please describe briefly your complaint and if possible make clear which part of the NRLA Code of Practice you consider the landlord has failed to uphold

What resolution are you seeking?

What steps have been taken to resolve the dispute so far?

What have you been offered?

Checklist

Please ensure you have:

1. Read the NRLA Code of Practice and are aware of what we can and cannot help with.
2. Completed all sections of this form.
3. Enclosed copies of all relevant documentation / evidence (non-returnable).

Please confirm that:

1. I have exhausted the landlord's complaint procedure and agree to co-operate fully with the NRLA /Independent Case Examiner.
2. I agree that the Independent Case Examiner's decision will be final and binding on both parties (your statutory rights are not affected).
3. I consent to the NRLA sending copies of this form and the evidence to the member about whom I am complaining and to anyone else involved in resolving the issue.

Signature:

Print Name:

Date:

Please return to

National Residential Landlords Association
212 Washway Road, Sale, M33 6RN

or email complaints@nrla.org.uk