

Residential Tenancies Act
Mobile Home Sites Tenancies Act
Complaint Assessment Form

Consumer Name: _____

Current Contact Information: _____
(Address, City, Postal Code)

(Home Phone, Cell Phone, Work Phone, Email)

Address of Rental Site in Question: _____

Landlord Name: _____

Name of Other Representative: _____

Address: _____

Phone: _____ Email: _____

Other Relevant Individuals: _____

Address: _____

Phone: _____ Email: _____

DETAILS OF THE TENANCY

1. When did you first move into the property and what did you understand to be the length of the tenancy? _____

2. Term of Tenancy: _____

3. Did you enter into a lease agreement? _____

4. What were the beginning and expiration dates of the agreement? _____

5. If a tenancy agreement was not entered into or if one expired, what was your period of tenancy?

Week to Week Month to Month Year to Year

6. Amount of Rent Per Month: _____

7. Amount of Security Deposit: _____

8. If this complaint is related to entry, on what dates did your landlord or agent for the landlord enter without providing proper notice of entry? Provide all dates of entry. Explain why you believe entry was made by your landlord or agent for the landlord. Provide any evidence to support your claims of entry. _____

9. Was the tenancy terminated? Yes No

10. Was a written termination notice provided? By whom? Was there an eviction? Was a Court Order obtained? _____

11. Was a move-in inspection report completed? Yes No

12. Was a move-out inspection report completed? Yes No

13. Was the security deposit returned to you? Yes No

14. Were you provided with a statement of account identifying deductions to your security deposit? Yes No
Please provide a copy of the response along with the envelope demonstrating when the statement was sent to you. (If the statement was sent by email, please provide our office with a copy)

DOCUMENTATION

Please check the boxes that correspond to the documents you are providing.

- Rental or Lease Agreement
- Rental Payment Receipts
- Security Deposit Receipt
- Statement of Account
- Notice to Terminate Tenancy/Eviction Notice
- Inspection Reports (move-in/move-out)
- All Documentation to/from the landlord

ACKNOWLEDGEMENT AND DECLARATION

The review of information by this department will be with the understanding that the role of the CIU is limited to determining if an offence under our authority has been committed and not to negotiate on your behalf. Please note that not all complaints result in the opening of an investigation. Further information may be requested to assist in providing the most appropriate referral (if applicable). A final determination will be made after a complete review.

Personal information is collected for the purpose of assessing consumer complaints. Information collected will be used for investigative and non-investigative purposes. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. Questions about the collection and use of information can be directed to the Alberta Government, Director of Consumer Investigations Unit at 1-877-427-4088.

The submission of this complaint confirms your review and acceptance of this acknowledgement and declaration.

Signature: _____ Date: _____