

Application for Dispute Resolution Services

Making a dispute resolution application to the RTB

The Residential Tenancies Board (RTB) offers a low-cost service to resolve tenancy disputes. It is available to landlords, tenants and affected third parties, for example, a neighbour.

When you send this application form to the RTB, the next step will be a call with our Dispute Resolution team. We will talk to you about your case and your dispute resolution options. If it is not possible to resolve your dispute, we will move your case forward to a formal dispute resolution process. There are two options:

Mediation

Our free mediation service helps to reach a legally binding agreement that everyone is happy with. It is a fast and effective phone-based service. We encourage mediation as the best way to resolve disputes. Our mediators talk to both parties separately to learn about the situation, the parties do not speak directly to each other. The mediator explains everyone's rights and legal obligations. They work to get a solution everyone agrees with. The agreement details are confidential and are not published on the RTB website.

Adjudication

Adjudication is a more formal process than mediation. An independent adjudicator reviews the evidence submitted by both parties. The adjudicator decides the outcome of the dispute based on the evidence presented at a hearing and rental law. The decision is legally binding. This service costs €30 and takes more time than mediation. We publish Adjudication Determination Orders on the RTB website.

Section 2: Applicant details

If you are making your own application, fill in your details in this section. If you are an agent or representative, add details for the person or company you are making the application for.

Applicant 1

First name

Surname

If the applicant is a company, please provide the full company name

Current address

Eircode

Telephone

Mobile

Email

Personal Public Service Number (PPSN)

or

Company Registration Office (CRO) number

Applicant 2

First name

Surname

If the applicant is a company, please provide the full company name

Current address

Eircode

Telephone

Mobile

Email

Personal Public Service Number (PPSN)

or

Company Registration Office (CRO) number

Note

If there are more than two applicants for this dispute, please photocopy this page and attach it to the application form.



Section 3: Respondent details

Please provide as much detail as possible on the other party to this dispute. The RTB must have an address and contact details to contact all parties in a dispute case.

First name

Surname

If the respondent is a company, please provide the full company name

Current address

Eircode

Telephone

Mobile

Email

Personal Public Service Number (PPSN)

or

Company Registration Office (CRO) number



Section 5: Extra information from third parties

If you are making this application as a third party, we will need some extra information.

Under rental law, neighbours or third parties who have an issue with a tenant must first try to resolve the dispute with the landlord. You must tell the landlord about the issues with their tenant and give them a chance to fix them before you take a dispute to the RTB.

If you do not have the contact details for the landlord, the RTB may be able to provide them, once the tenancy is registered.

Please describe all steps that you have taken to resolve this dispute so far. Please include details of contact with the tenant(s) or landlord.

Section 7: Reason(s) for dispute

Please select all reasons that apply to this dispute application and answer the additional questions for each reason.

Reason	Additional questions
<input type="checkbox"/> Rent arrears	<p>How much are the arrears?</p> <p>€ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<input type="checkbox"/> Overholding	<p>How long has the tenant been overholding?</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<input type="checkbox"/> Rent arrears and overholding	<p>How much are the arrears?</p> <p>€ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>How long has the tenant been overholding?</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<input type="checkbox"/> Deposit retention	<p>Deposit paid</p> <p>€ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Deposit retained</p> <p>€ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<input type="checkbox"/> Breach of landlord obligations	<p>Select obligation landlord has breached:</p> <p><input type="checkbox"/> Allowing peaceful and exclusive occupation</p> <p><input type="checkbox"/> Completing necessary repairs</p> <p><input type="checkbox"/> Providing suitable bins for waste</p> <p><input type="checkbox"/> Insuring the structure of the property</p> <p><input type="checkbox"/> Not providing their contact details</p>
<input type="checkbox"/> Standard and maintenance of dwelling	<p><input type="checkbox"/> The landlord has not maintained the dwelling standards</p>

Reason	Additional questions
<input type="checkbox"/> Breach of tenant obligations	<p>Select obligation tenant has breached:</p> <input type="checkbox"/> Allowing access for inspection <input type="checkbox"/> Following tenancy agreement rules <input type="checkbox"/> Engaging in anti-social behaviour <input type="checkbox"/> Keeping the property in good condition <input type="checkbox"/> Altering property without permission <input type="checkbox"/> Assigning / subletting without landlord’s permission <input type="checkbox"/> Using property for commercial purposes
<input type="checkbox"/> Damage in excess of normal wear and tear	<p>Has the tenant caused any damage to the property that is not considered normal wear and tear during the tenancy period?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Breach of fixed term lease	<p>Has the landlord or tenant breached a term within the lease?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Validity of Notice of Termination:	<p>Reason notice is invalid: (Select all that apply)</p> <input type="checkbox"/> Incorrect template used <input type="checkbox"/> Notice not served correctly <input type="checkbox"/> Does not provide correct time period to vacate <input type="checkbox"/> Incorrect landlord size when notice served
<input type="checkbox"/> Unlawful termination of tenancy (illegal eviction)	<p>Has the landlord forcibly removed you or blocked you from entering the dwelling?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No <p>Please provide date of incident:</p> <input type="text"/> / <input type="text"/> / <input type="text"/>

Reason	Additional questions
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Anti-social behaviour

Do you have a witness?

Yes No

If yes, please provide their contact details:

Name

Address

Phone

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Email

Validity of notice of rent setting

**Reason notice is invalid:
(Select all that apply)**

- Incorrect template used
- Notice not served correctly
- Incorrect notice period for rent increase
- Comparable rents given do not match tenancy

Date notice was served: / /

Date notice due to take effect: / /

Reason	Additional questions
<input type="checkbox"/> Validity of notice of rent review	<p>Reason notice is invalid: (Select all that apply)</p> <p><input type="checkbox"/> Incorrect template used</p> <p><input type="checkbox"/> Notice not served correctly</p> <p><input type="checkbox"/> Incorrect notice period for rent increase</p> <p><input type="checkbox"/> Comparable rents given do not match tenancy</p> <p><input type="checkbox"/> New rent is above allowed increase</p> <p>Date notice was served: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Date notice due to take effect: <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
<input type="checkbox"/> Giving a false or misleading reason to end the tenancy	<p>Why did the landlord end the tenancy?</p> <p><input type="checkbox"/> Breach of tenant obligations</p> <p><input type="checkbox"/> Property no longer suits tenant needs</p> <p><input type="checkbox"/> To sell property</p> <p><input type="checkbox"/> Substantial refurbishment</p> <p><input type="checkbox"/> Change of use</p>

Section 8: Evidence to support your application

Essential evidence

If you are submitting a dispute for one of the reasons below, you must provide certain documents with this application:

Type of dispute	Document needed	Have you enclosed the document needed?		
Rent arrears	Notice of rent arrears	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>
Validity of rent review	Notice of rent review	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>
Validity of notice of termination	Notice of termination	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not applicable <input type="checkbox"/>

Evidence for mediation and adjudication

Mediation

Mediation is not an evidence-based process. However, either party can choose to submit any supporting documents they feel are relevant to the case. This evidence is not shared with the other party. If the dispute cannot be resolved by mediation and is appealed to a tribunal, the evidence submitted at mediation is shared with everyone involved.

Adjudications and tribunals

Adjudications and tribunals are evidence-based. All parties can submit evidence to support their case. The independent decision-maker assesses the evidence to decide how to resolve the dispute. In an application by a third party, the case is taken against the landlord. The tenants are told about the case and get copies of all the evidence submitted.

You can read our full Guide to Evidence at: www.rtb.ie/disputes/guide-to-evidence.

Types of evidence to submit

You should only submit evidence that supports your case. This can include:

- Emails, letters and text messages between the people in the dispute
- Bank statements
- Utility bills, receipts and invoices
- Photo or video evidence
- Letting agreements or a copy of the lease
- Witness statements

Things to remember when submitting evidence

- When you submit evidence, remember to black out or redact any personal data and confidential information that are not related to the case (for example, bank details).
- If your case goes to an adjudication or tribunal hearing, all evidence that you submit will be shared with all parties to the dispute.
- Do not send us original copies of any documents. It will not be returned.

Section 9: Applicant signature(s)

We need a signature for all applicants to progress your dispute resolution case. Please sign below before you send this form to the RTB.

Signature(s)	<input type="text"/>	Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
			DD/MM/YYYY
Signature(s)	<input type="text"/>	Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
			DD/MM/YYYY
Signature(s)	<input type="text"/>	Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
			DD/MM/YYYY
Signature(s)	<input type="text"/>	Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
			DD/MM/YYYY

Section 10: Returning the application form

Please send a completed copy of this application form and any relevant evidence to:

Dispute Resolution Section
Residential Tenancies Board
PO Box 13841
Freepost
FKY 7736
Killorglin
Co Kerry

How we handle your personal data

The RTB respects your privacy and is committed to complying with Data Protection law. For information on how the RTB handles your personal data, please read the RTB Privacy Statement at <https://www.rtb.ie/privacy-statement>.