

Investigations and sanctions

Complaint form

You can report a landlord to the RTB for breaches of rental law, known as improper conducts, by filling out this form. Please provide as much information as possible to help the RTB to handle your complaint.

If we proceed with an investigation, the landlord involved will receive a copy of this form and any other information you submit. We will not share your personal contact details, but we will tell them who is making the complaint.

We will update you on the progress of the investigation and write to you to let you know the outcome and details of any sanction.

If we do not proceed with an investigation, we may send a letter to you and to the landlord, telling them that a complaint was made against them and the nature of the complaint. We will not share your name with the landlord.

If you are a current or former tenant reporting an issue in your own tenancy, our [Dispute Resolution Service](#) may be more suitable.

1. Your details

Name

Address

Eircode

Phone number

Email

Are you:

A current tenant ☐ A former tenant ☐ Other* ☐ _____

**This can include neighbours, elected representatives, a local authority or representative body.*



2. Landlord details

Name

Address

Eircode

Phone number

Email

3. Rental property and tenancy details

Address of
rental property

Eircode

Name of tenant
(if known and if
different to Section 1)

Duration of tenancy
(approximate dates
if exact are unknown)

From:

To:

4. Improper conduct you are reporting

Breaches related to tenancy registration

Failure to register a tenancy

☐

Landlords must register a tenancy with the RTB within one month of the tenancy start date. Ongoing tenancies must be registered annually.

Failure to update tenancy details

☐

Landlords must update the tenancy registration within one month of a change in rent with any changes to tenancy details, such as:

- ▶ Changes to rent
- ▶ Changes in tenant or landlord details

Breaches related to rent

Failure to give rent setting information at start of tenancy

☐

Landlords must give a rent setting notice to their tenant at the start of a tenancy.

They must also submit the notice to the RTB within one month of the tenancy start date.

The notice must include details of:

- ▶ Last rent set (if any) for a previous tenancy in the property and the date it was set
- ▶ The registration number of the most recent previous tenancy (if any) in the property
- ▶ How the new rent was calculated in line with national rent control rules
- ▶ Rents paid for three comparable properties from the RTB Rent Register

Setting rent above the legal limit

☐

Rent increases must follow limits set under rental law. For a rent setting or review after 1 March 2026, private and student specific accommodation tenancies are subject to national rent control rules. You can use the RTB Rent Calculator to check if rent was set or reviewed correctly.

For a rent setting or review that took place in a Rent Pressure Zone before 1 March 2026, annual rent increases were limited to 2% or the rate of inflation, as measured by the Harmonised Index of Consumer Prices (HICP), if lower. The RTB can still take enforcement action for breaches of RPZ rules that happened before 1 March 2026.

Please state the previous rent amount, the date it was set, the new rent amount and the date the new rent was set in Section 5 of this form.

Failure to notify the RTB of a rent exemption

☐

Landlords claiming an exemption from rent increase restrictions must serve a notice of exemption to the RTB within one month of the date they set the rent.

Incorrectly claiming a rent exemption

☐

Exemptions from rent increase restrictions must comply with legal requirements. Landlords cannot falsely claim an exemption from national rent control or RPZ rules.

Breaches include:

- ☐ Falsely claiming substantial renovations to justify a rent increase.
- ☐ Incorrectly stating no tenancy existed in the property for 2 years before a new tenancy started, or one year for a protected structure.
- ☐ Providing an incorrect reason that the last tenancy ended to justify re-setting to market rent for a new tenancy after 1 March 2026.

Tick the breach you are reporting above.

Failure to provide a rent review notice correctly

☐

Landlords must give their tenant a notice of rent review at least 90 days before a new rent takes effect. They must also give the RTB a copy of the notice within 7 days of when the tenant receives it.

Please state in Section 5 of this form whether you received a rent notice.

Breaches related to ending a tenancy

Giving false or misleading reasons for ending a tenancy

☐

A landlord cannot issue a Notice of Termination that gives a false or misleading reason for ending a tenancy.

Please submit a copy of the Notice of Termination with this form. If you have mislaid it, include when and how it was sent to you and the reason given in Section 5 of this form.

Failure to offer a tenancy back to a previous tenant

☐

If a tenancy ended for one of the reasons set out below, the landlord must offer the tenancy back to the former tenant:

- ☐ The landlord planned to sell but did not do so within 9 months after the tenancy end date stated in the Notice of termination or the date the tenants left (whichever came later).
- ☐ The landlord or a family member moved in but left within 12 months after the tenancy end date stated in the Notice of termination or the date the tenants left (whichever came later).
- ☐ Renovation work on the property is completed.
- ☐ The landlord changed the use of the property, but it is now available for letting again within 12 months after the tenancy end date stated in the Notice of termination or the date the tenants left (whichever came later).

Tick the breach you are reporting above.

Breaches related to deposits and advance payments

Requesting a payment to secure a tenancy other than one month's rent in advance and a deposit the equivalent of one month's rent

☐

Landlords cannot request a deposit of more than one month's rent. Landlords also cannot request an advance payment of more than one month's rent to secure a tenancy. This includes any request for advance payment of utilities or other service charges.

Students in Student Specific Accommodation (SSA) can pay more if they also pay tuition to the same provider.

Please include when and how the landlord asked for the payment in Section 5 of this form.

Breaches related to student-specific accommodation

Requiring a student to sign a lease of more than 41 weeks

☐

Landlords of Student Specific Accommodation (SSA) cannot force students to sign a lease longer than 41 weeks unless requested by the student.

5. Further details about the complaint

Please include as much information as possible and attach additional details if required.

Did you attach further information?

Yes

☐

No

☐

Please specify what documents you attached. Relevant documents can include copies of lease agreements, notices of termination or rent paid.

1.

2.

3.

4.

5.

6.

6. Next steps

You can send your completed form and any supporting documents by:

- ▶ Email to investigations@rtb.ie
- ▶ Post to Residential Tenancies Board, PO Box 13841, Freepost FKY7736, Killorglin, Co Kerry

Once we receive your forms, we will:

- ▶ Email or write to you to confirm receipt
- ▶ Review your complaint to determine if an investigation can proceed

If we proceed with an investigation, we will send a Notice of Investigation to you and the landlord, who will also get a copy of the complaint form with your name.

If we cannot proceed with an investigation, we will write to you to explain why. We may also inform the landlord that we received a complaint but that it is not proceeding.

7. Further information

You can contact our helpline on **0818 776 297** for further information.

Please note that the RTB may contact the landlord to try to resolve the issue before starting an investigation. If the issue is resolved and an investigation does not go ahead, your name will not be shared with the landlord.

If you decide to withdraw your complaint, we may still proceed with an investigation if we believe there is sufficient reason to do so. If we do, we will not share your name with the landlord but we may share details of the complaint.

8. Declaration

If the RTB investigates this complaint, I allow a copy of this form, and any further information I submit, to be provided to the landlord involved.

I acknowledge that if the RTB does not investigate the complaint, the landlord can be issued with a letter stating that a complaint has been made but is not proceeding.

Signed

Date

9. Checklist

Have you:

Completed the form in full?

☐

Signed and dated the form?

☐

Selected the reason for the complaint?

☐

Attached any relevant supporting documents?

☐

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 refer to our privacy statement on the website: <https://rtb.ie/about/privacy-statement/>

V8 2026