

NATIONAL HOME BUILDERS

**NHBRC**<sup>®</sup>

REGISTRATION COUNCIL

Unit 12, Brandwag Park  
Corner McHardy/Melville Avenue,  
Brandwag, Bloemfontein 9301

PO Box 12103, Brandhof 9324  
Docex 64, Bloemfontein

Customer Care Line 0800200824  
Telephone (051) 4487955  
Facsimile (051) 4487960  
Website [www.nhbrc.org](http://www.nhbrc.org)

Reg. No. 95/08647/08

## COMPLAINT FORM

### HOME OWNER DETAILS

1. Title  2. Initials  3. Surname   
4. Postal address  Code   
5. Daytime Tel  6. Evening Tel   
7. Fax  8. Occupation

*Person acting on behalf of the housing consumer:*

1. Name  2. Company   
3. Tel  4. Fax   
5. Postal address  Code   
6. Capacity in which you are representing the home owner

### FINANCIAL INSTITUTION DETAILS

1. Name of Bank  2. Branch   
3. Bond account no.  4. Contact person   
5. Tel  6. Fax

### PROPERTY AND ADDRESS DETAILS

1. Unit no.  2. Erf no.   
3. Street no. and name  4. Township   
5. Extension  6. Region   
7. NHBRC Enrolment Certificate no. (where known)  8. Are you the first owner? ☐ Y ☐ N  
9. Occupation date of first owner   
10. Type of property (e.g. single storey, detached, etc.)

### NHBRC HOME BUILDER DETAILS

1. Company name  2. NHBRC Registration no.   
3. Contact person   
4. Postal address  Code   
5. Tel  6. Fax

### DETAILS OF DISPUTE OR CLAIM

### 1. Type of complaint



Three month non-compliance period

### Contractual dispute

Other (please specify)

\_\_\_\_\_



Five year structural defect period

## Deposit theft



One year roof leak period

2. Please list the defects briefly, do not simply refer to other correspondence alone (please use the additional forms, if necessary).

[illegible]

3. Are any retention monies held from the contract sum?

N

If yes, how much?

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4. Has the builder responded to the complaint?

N

What has he done to resolve the problem? Please describe below.


5. Is the builder insolvent or in suspected financial difficulty?

N

If yes, please give details below.


## DECLARATION

I/we hereby declare that the details given on this form are true and correct to the best of my/our knowledge.

I/we have given written notice of the damage or the dispute to the home builder.

N

I/we have given the home builder the opportunity to rectify.

N

Date \_\_\_\_\_

\_\_\_\_\_

Housing consumer's name

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Signature \_\_\_\_\_

\_\_\_\_\_

**ADDITIONAL FORM FOR DETAILS OF DISPUTE OR CLAIM**

Please list the defects briefly, do not simply refer to other correspondence alone (please use the additional forms, if necessary).

[illegible]

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Please list the defects briefly, do not simply refer to other correspondence alone (please use the additional forms, if necessary).

[illegible]