

To: Rating and Valuation Department
15th floor, Cheung Sha Wan Government Offices,
303 Cheung Sha Wan Road, Kowloon
Attn: Tenancy Services Section
(Enquiry No.: 2150 8303)

To be completed by Rating and Valuation Department

Reference: C / /

FORM AR4
Landlord and Tenant (Consolidation) Ordinance (Cap. 7)
Part IVA - Regulated Tenancies
Form for Tenant to Lodge a Complaint

This form is for use by a person who:

- (i) is a subdivided unit tenant ("the Complainant"), or his/her authorised representative, and the relevant tenancy period, regardless of whether the tenancy was created orally or in writing, commenced on or after 22 January 2022; and
- (ii) wishes to complain about his/her landlord suspected of committing offence(s) under Part IVA of the Landlord and Tenant (Consolidation) Ordinance (Cap. 7) ("Ordinance").

Please read the "Notes" of this form before completing the form. All fields must be filled in, unless specified otherwise.

1. Particulars of the Complainant

Name in English: (<input type="checkbox"/> Mr / <input type="checkbox"/> Mrs / <input type="checkbox"/> Ms / <input type="checkbox"/> Miss)	
Correspondence address:	
Email address: (optional)	Telephone no.:
Preferred mode of receiving written messages from this Department: <input type="checkbox"/> By email <input type="checkbox"/> By post (If no preference is indicated, this Department will choose an appropriate mode from the above to communicate with you.)	

2. Particulars of the Complainant's Representative (if any)

Name in English: (<input type="checkbox"/> Mr / <input type="checkbox"/> Mrs / <input type="checkbox"/> Ms / <input type="checkbox"/> Miss) (If the complaint is lodged by the Complainant's representative, this Department may request a written authorisation.)	
Correspondence address:	
Email address: (optional)	Telephone no.:
Preferred mode of receiving written messages from this Department: <input type="checkbox"/> By email <input type="checkbox"/> By post (If no preference is indicated, this Department will choose an appropriate mode from the above to communicate with you.)	

(Please put a tick in the appropriate box(es).)

3. Particulars of the Complainee (“Landlord”)

Name in English: _____ (<input type="checkbox"/> Mr / <input type="checkbox"/> Mrs / <input type="checkbox"/> Ms / <input type="checkbox"/> Miss)	
Correspondence address (if known): _____	
Email address (if known): _____	Telephone no. (if known): _____

Remarks: Landlord includes any person (other than the Government) who is, from time to time, entitled to receive rent in respect of any premises and, in relation to a particular tenant, means the person entitled to receive rent from that tenant.

4. Complaint - Key Offences under Part IVA of the Ordinance (Please choose all applicable items)

- 4.1. Landlord failing to submit Notice of Tenancy (Form AR2) within 60 days after the term of the tenancy commenced
- 4.2. Landlord requiring the tenant to pay a deposit for water and/or electricity charges
- 4.3. Landlord requiring the tenant to pay a rental deposit of more than 2 months' rent
- 4.4. Landlord failing to produce copy of the bills when requiring the tenant to reimburse the apportioned water and/or electricity charges
- 4.5. Landlord failing to provide a written account showing how the billed amounts are apportioned when requiring the tenant to reimburse the apportioned water and/or electricity charges
- 4.6. Landlord having provided a written account showing how the billed amounts are apportioned when requiring the tenant to reimburse the apportioned amount of water and/or electricity charges, but the aggregate of the apportioned amounts exceeds the billed amounts
- 4.7. Landlord failing to give a receipt to the tenant within 7 days after receiving the amount of rent paid by the tenant
- 4.8. Landlord harassing the tenant
- 4.9. Others (please specify): _____

5. Particulars of the Subdivided Unit and Tenancy Involved (Please provide to the best of your knowledge)

Information of the subdivided unit: <input type="checkbox"/> Room _____ <input type="checkbox"/> Cubicle _____ <input type="checkbox"/> Rooftop house _____ <input type="checkbox"/> Podium house _____ <input type="checkbox"/> Loft _____ <input type="checkbox"/> Bedspace _____ <input type="checkbox"/> Space capsule _____ <input type="checkbox"/> Other type: _____ (e.g.: <input checked="" type="checkbox"/> Room 1A)	Flat/Unit: _____ Floor: _____ Block: _____ Building name: _____ Development/Estate Name: _____ Building number: _____ Street name: _____ District: _____ Area: <input type="checkbox"/> HK <input type="checkbox"/> KLN <input type="checkbox"/> NT
Rent: _____ HK\$ _____ per month	
Commencement date of tenancy period: _____	Day _____ Month _____ Year _____

(Please put a tick in the appropriate box(es).)

6. Details of the Complaint (Please provide the facts of the complaint and state the details of the incident as far as possible, e.g. date, time, place and parties involved. Please use a separate sheet if the space provided is insufficient.)

7. Documents related to the complaint

Please attach the relevant documents (if any):

- 7.1 Copy of the provisional tenancy agreement
- 7.2 Copy of the tenancy agreement
- 7.3 Record of the landlord requiring the tenant to pay improper charges
- 7.4 Records of the tenant paying the water and/or electricity charges
- 7.5 Other relevant documents (please specify): _____

(Please put a tick in the appropriate box(es).)

8. Notes

Complaint Handling Procedures

Upon receipt of a complaint, the Rating and Valuation Department (“RVD”) will process it in accordance with the following procedures:-

- 8.1 RVD will examine the information provided in this form (e.g. the aggregate of the apportioned amounts of water charges# exceeding the billed amounts for water). If needed, RVD will further contact the complainant to enquire and collect information; conduct site inspection and collect information from the complainee.
- 8.2 If after investigation, the complaint case does not involve committing the offences under Part IVA of the Ordinance, RVD will explain to the complainant and provide free advisory or mediatory service as appropriate.
- 8.3 If the complaint case involves committing the offences under Part IVA of the Ordinance, RVD will seek legal advice from the Department of Justice and consider whether legal action is warranted depending on the actual circumstances (including the information and evidence collected) of the case.

According to Waterworks Regulations (Cap. 102A), a registered consumer of the Water Supplies Department (“WSD”) is only allowed to recover from the occupants of the premises the water charge paid to WSD (applicable to subdivided units). In case of any suspicion regarding overcharging for water, members of the public can report to WSD. An option for reporting water overcharging for subdivided units is available under the WSD’s Customer Services Hotline on 2824 5000. If the subdivided unit belongs to a “regulated tenancy”, the tenant can also report the case to RVD.

Personal Information

- 8.4 The information provided in this form will be used for the administration of the Landlord and Tenant (Consolidation) Ordinance (Cap. 7), the Rating Ordinance (Cap. 116), the Government Rent (Assessment and Collection) Ordinance (Cap. 515) and regulation 47, 47A, 47B or 47C of the Waterworks Regulations (Cap. 102 sub. leg. A).
- 8.5 Apart from the purposes stated above, personal information will not be transferred by RVD to any other parties, unless such transfer is permitted by law.
- 8.6 Under the Personal Data (Privacy) Ordinance (Cap. 486), you have the right to request access to and correction of your personal data. Such requests must be made in writing. You may make such request by post or in person to RVD's Customer Service Officer at 15/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon, or by e-mail to enquiries@rvd.gov.hk.

Notes to Complainants

- 8.7 Must state clearly the issues of complaint.
- 8.8 Must provide the personal data concerned and details of the act or practice of the complainee, as well as sufficient information in support of the complainant's allegation.
- 8.9 Must state by whom the act was done or the practice was engaged in, i.e. who the complainee is, and provide adequate information for RVD to identify and locate the complainee. Otherwise, RVD may not be able to process the complaint.
- 8.10 Cooperate in RVD's requisition of information and investigation.
- 8.11 If complainant or complainant's authorised representative is not able to provide RVD with the requested information about the complaint, the progress and/or outcome of the investigation may be affected. RVD may also terminate the investigation due to insufficient information to follow up with the case.

I am the Complainant/Complainant's authorised representative*, and acknowledge the content of the above Notes.

(* Please delete as appropriate)

Signature: _____ Date: _____

9. General Information

9.1 Modes of Serving Form

The completed form should be served on the Commissioner of Rating and Valuation by:

- (a) post or personal service (Address: 15/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon);
- (b) email to complaints@rvd.gov.hk; or
- (c) fax at 2152 0115.

9.2 Chinese Version of this Form

The Chinese version of this blank form can be obtained at RVD's website (www.rvd.gov.hk), or by telephone at 2150 8303.

如欲索取此表格的中文空白版本，可於差餉物業估價署網頁 (www.rvd.gov.hk) 下載或致電 2150 8303 索取。

9.3 Enquiries

For general enquiries, please call RVD's 24-hour general enquiry hotline at 2152 0111 (handled by "1823"). For enquiries concerning this form and Part IVA of the Ordinance, please call 2150 8303.