

## PRTB Application for Dispute Resolution Services

**Dispute Resolution Service**  
**Private Residential Tenancies Board**  
**PO Box 11884, Dublin 2**  
**Tel: +353 1 635 0600**  
**Fax: +353 1 635 0601**  
**E-mail: [disputes@prtb.ie](mailto:disputes@prtb.ie)**



Bord Um Thionóntachtaí Cónaithe Priobháideacha  
 Private Residential Tenancies Board

Please read the accompanying notes before completing this form. Use **CAPITAL LETTERS**. Write clearly and accurately within boxes. Do not join your writing.

**1. Please indicate if you are Tenant/s, Landlord/s, Agent/Representative or Third Party Applicant/s**  
 (please tick appropriate box)  and insert details at relevant sections below

<b>Tenant/s</b>		<b>Landlord/s</b>		<b>*Agent/Representative</b>		<b>Third Party</b>	
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*\*Note: If Applicant is an Agent/Representative - confirmation in writing to the effect that you have the full authority to act on behalf of the Landlord/Tenant is required.*

**2. Type of Dispute Resolution Service Sought** (please tick only one choice box below)

<b>Mediation</b>	<b>Adjudication</b>
<p><b>Mediation:</b> Mediation is a voluntary and informal fully confidential process through which a Mediator assists the parties to discuss the issues between them, with the aim of reaching an agreement that is acceptable to both parties. The Mediator is a neutral and impartial person who is skilled in helping people resolve their issues in a non-adversarial manner. For Mediation to be successful both parties must be willing negotiate on the issues. Both parties must consent to Mediation otherwise, the dispute will be referred for adjudication. By taking part in mediation, both parties undertake to keep confidential all matters discussed at the mediation. Determination Orders issuing as a result of Mediation are not published on the PRTB website. {In the case of mediation, both parties will be required to sign a ‘pre-mediation contract’ - see 3 below.}</p>	<p><b>Adjudication:</b> Where Adjudication is the preferred method of determining the dispute, an Adjudicator will be appointed by the Board who will inquire fully into the dispute. Having considered all the evidence the Adjudicator will prepare a report which will include a determination on the issue /s in dispute. The decision of the Adjudicator will be communicated to both parties as soon as possible thereafter. Parties can appeal the decision of the Adjudicator in which case the matter will be referred to a Tenancy Tribunal for resolution. The Adjudication is private to the parties however; the outcome is not confidential and will result in the Determination Order being published on the PRTB website. The PRTB may, in certain cases, direct that the dispute be heard by Tribunal.</p>

**3. Agreement To Mediation:** [Do not sign this section if you have chosen adjudication]  
 I the undersigned request the PRTB to appoint a Mediator to assist in the resolution of the above dispute. I understand that the mediation procedure is voluntary and aimed at assisting the parties involved to reach a mutual agreement in settlement of the matter. I have read, understand and agree to the terms of the mediation agreement at the end of this form (P.12 refers).

**Signed:**..... **Date:**.....

**4. Do you require an interpreter/translator?** (Please tick box)  YES  NO

If yes please state what language:

**5. Tenant Details**

Mr  Mrs  Ms  (Please tick appropriate box )

**First Name:**

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**Surname:**

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**Current Address:**


**Telephone/Home:**

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**Telephone/Office:**

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**Mobile:**

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**Email:**


**Tenancy Commencement Date:**

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Enter dd/mm/yyyy

**Tenancy End Date (If applicable):**

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Enter dd/mm/yyyy

**PPSN (Personal Public Service Number)**

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**6.Second Tenant Details** \*(if any)

Mr  Mrs  Ms  (Please tick appropriate box )

**First Name:**

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**Surname:**

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**Current Address:**


**Telephone/Home:**

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**Telephone/Office:**

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**Mobile:**

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**Email:**


**Tenancy Commencement Date:**

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Enter dd/mm/yyyy

**Tenancy End Date (If applicable):**

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Enter dd/mm/yyyy

**PPSN (Personal Public Service Number)**

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*\*If more than 2 tenants, please photocopy this page and attach to application.*

**7.Landlord Details\***

**Tenancy registration number:**

R	T
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**Note:** If the landlord is taking the case, the tenancy, which is the subject of the dispute, must be registered with the PRTB and that tenancy registration number (i.e RT No. provided in confirmation letter issued by PRTB following registration) must be provided above. If still awaiting a letter of confirmation please indicate the date registration form was submitted. Date(dd/mm/yyyy)

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Mr  Mrs  Ms  (Please tick appropriate box )

**First Name:**

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**Surname:**

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**Address:**


**Telephone/Home:**

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**Telephone/Office:**

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**Mobile:**

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**Email:**


**PPSN (Personal Public Service Number)**

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*\*If more than 1 landlord, please photocopy this page and attach to application.*

**8. Agent Details:**

*(if landlord is being represented by a Letting Agent)*

Agent, where one party assents to another acting on his or her behalf, so as to affect relations with a third party

**Note:** Confirmation, in writing, as to the Agents authority (\*full/partial) to act in respect of all matters associated with the dispute is required with this application. . \*(Full) includes the authority to agree settlement terms etc on behalf of the Landlord.

Mr  Mrs  Ms  (Please tick appropriate box (  ))

**First Name:**

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**Surname:**

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**If a company, insert company name:**


**Address:**


**Telephone/Home:**

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**Telephone/Office:**

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**Mobile:**

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**Email:**


**Company Registration Number**

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**9. Representative Details** (if the Tenant/Landlord is being represented by another individual)

**Note:** Written authority must be given by the Tenant/Landlord to the Representative to act on their behalf in this dispute and a copy of the letter **must be provided** with this application.

Mr  Mrs  Ms  (Please tick appropriate box )

**First Name:**

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**Surname:**

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**If a company, insert company name:**


**Address:**


**Telephone/Home:**

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**Telephone/Office:**

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**Mobile:**

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**Email:**






<p><b>13. Please tick appropriate boxes if enclosing any of the following documentation.</b>  <b>Note: All relevant documentation received in respect of this case will be copied to the other party.</b></p>	<p>Tick Box <input checked="" type="checkbox"/></p>		
Notice of Termination			
Notice of rent arrears (14 –day notice)			
Lease			
Rent book,			
rent receipts, bank statements			
Letter of authority to act on behalf of party. (if Applicant is Agent/Representative)			
Receipts			
Gas bills, electricity bills, other utility bills			
Photographs			
Other documents			
<p><b>Note:</b> Evidence in the form of DVD, CD, Cassette, photographs etc. must be supplied in triplicate to allow for copying to the other party.</p>			
<p><b>14. Please indicate if any alternative legal remedy was already sought in respect of this matter:</b> (Please tick appropriate box <input checked="" type="checkbox"/> )</p>	<table border="1"> <tr> <td data-bbox="1241 987 1347 1133">YES</td> <td data-bbox="1347 987 1453 1133">NO</td> </tr> </table>	YES	NO
YES	NO		
<p>If yes please give details:</p>			

<p><b>15. Signature of Applicant/s</b> (Ensure you have read all the notes on <b>page11</b>- failure to sign the form will result in the application form and fee being returned)</p>	
Signature/s	Date(dd/mm/yyyy)
	2 0
	2 0
	2 0
	2 0
	2 0
<p><b>Note:</b> If applicant/s do not sign this application form, it will be <b>deemed invalid and returned</b>.</p>	



# NOTES ON APPLICATION FOR DISPUTE RESOLUTION SERVICE

## Background

The Private Residential Tenancies Board provides a dispute resolution service for landlords and tenants who are unable to resolve that dispute themselves. Initially the Board will seek to have the dispute resolved without the need for a formal hearing at mediation or adjudication. Where any such resolution is not possible then the parties to the dispute will usually be offered the opportunity to resolve it through the mediation process. If that is either unsuitable or unacceptable to either party, then it will be referred to an adjudicator for hearing.

**Question 1** - 'Landlord' and 'tenant' includes the former landlord and tenant of a terminated tenancy.

**Questions 9 - 11** - Please complete all of questions where appropriate, which simply ask you to provide details on the location and type of the dwelling in question, and the address and contact details of landlord, tenant, Agent, Representative and/or third party as appropriate, so that the Board can contact all of the relevant parties. Please note that copies of all documentation received by the PRTB in relation to the dispute, **with the exception of details in relation to debit/credit cards**, will be made copied to the other parties involved.

## Question 3 – Agreement to Mediation

Please see further information regarding the Mediation Agreement on Page 12

## Question 10 – Third Party Disputes

Where a person is affected by the failure of a landlord to enforce a tenant's obligations under the Residential Tenancies Act 2004 a third party may take a case to the Board. This could arise where the behaviour of tenants causes a nuisance to a neighbour of the tenant in question. A third party must take all reasonable steps to resolve the matter with the parties before referring the dispute against the landlord to the Board and details of these steps should be supplied at question 10.

## Question 11 – Amount of the Rent

The amount of your current rent and how frequently it is paid is requested at question number 11. You should include the amount of new rent only if an increase in the rent is being sought.

## Questions 15 -16 Applicant Signature/s & Application Fee

The PRTB will not deal with the dispute until the referral fee has been paid and the applicant/s signature is included on the referral. The fee may be paid by cheque, postal order, debit or credit card. Please tick the box in Q14 to indicate how the fee is being paid. Details of your Debit/Credit Card **will not** be copied to the other party. Cash **should not** be sent by post.

## Return of Application Form

Having completed all relevant sections of the form and attached any relevant documentation, cheque/postal order/debit or credit card payment details please return to:

**The Dispute Resolution Section  
Private Residential Tenancies Board  
2<sup>nd</sup> Floor,  
O'Connell Bridge House,  
D'Olier Street,  
Dublin 2.**

**Note:** Information provided to the PRTB in respect of a dispute, **with the exception of Debit/Credit Card details**, will be copied to all parties

## **PRTB Mediation Agreement**

1. The parties agree to engage in mediation and to use their best endeavours to resolve the issues in dispute and agree to the appointment of a PRTB mediator.
2. The mediator's role is to assist the parties to resolve the issues in dispute by mutual agreement. The mediator has no authority to settle the dispute him/herself or act on any party's behalf.
3. The mediation is voluntary and may be terminated at any time by the withdrawal of one of the parties or if the mediator is of the view that further effort at mediation would not be worthwhile.
4. The mediator is subject to the PRTB mediator Code of Practice and will treat the parties fairly and with dignity and will respect the right of the parties to make their own decisions.
5. By taking part in the mediation, the parties undertake that the mediation is, and will be kept, confidential. The parties shall maintain the confidentiality of all documents, statements, information, suggestions, proposals, admissions or opinions, whether oral or written, disclosed during the mediation.
6. The parties accept that they shall not have access to the mediator's notes and undertake not to seek notes or evidence from the mediator pertaining to the mediation of their dispute in any proceedings, whether legal or otherwise.
7. In the event that the parties achieve a mutually acceptable resolution or part resolution of the matters in dispute, such agreement will be noted in writing by the mediator in a PRTB mediation settlement agreement and signed by the parties and the mediator. The Settlement Agreement will be a record of fact and may be admissible in subsequent proceedings, whether legal or otherwise.
8. Nothing in this Agreement precludes the parties referring the matters in dispute or unresolved matters to a Tenancy Tribunal of the PRTB for public hearing and determination.
9. In this Agreement the term 'mediator' shall be deemed to include any observer appointed by the PRTB.
10. In this Agreement the term 'parties' is deemed to include any representatives or advisers attending the mediation.
11. By signing this form at question **no. 3** a party indicates agreement to the foregoing terms. Mediation will only be arranged if all parties consent to it. If any one party does not consent, the dispute will instead be referred to an adjudicator for an adjudication hearing and a decision on the dispute.

### **Representation at Mediation**

**Please note:** The mediation hearing is an informal process and the parties will be allowed ample time to air all aspects of their dispute. While any person coming before the Board is entitled to have legal representation (i.e. solicitors or barristers) with them, such representation would not be the normal practice at a mediation hearing. It should clearly be noted that any costs relating to such legal representation will not be paid for by the PRTB or awarded against another party and will be a matter for the person who seeks the representation to bear him/herself. Nevertheless, some people may still wish to have someone else present at the mediation hearing. In either case you should provide the names and addresses of the parties at **Question 2** on the form. The other party/s to the dispute is entitled to know if you intend to bring a representative to the hearing and the Board will inform them accordingly. Equally, you will be informed if the other party/s intend to be represented.