



Western Cape  
Government

Human Settlements

BETTER TOGETHER.

# Visit RHT ONLINE



Problems with your tenant or landlord?

We'll assist you to resolve your dispute for **FREE!!**

The Western Cape Rental Housing Tribunal

## Did you know?

- You can now register your Rental Housing complaint online
- You can update your details online?
- You can also view and track the progress of your complaint online?

Where, previously, tenants and landlords could only lodge complaints via email or visiting our offices in Cape Town, tenants and landlords can now lodge complaints at **RHT Online**, from anywhere and at any time.

You can use any of the following channels to register for your WCG e-Service Account:

### Web



### Mobile (Android or IOS)



# 5 STEPS TO LODGE YOUR COMPLAINT ONLINE



## 1. Register on the WCG eService Portal

- Navigate to the WCG eService Portal:  
<https://westerncapegov.custhelp.com/>
- You will need your ID, Passport or Permit number to register.
- Follow all the screen prompts to complete your registration.



## 2. Log into your registered account

- Using your newly created account, log into the eService Portal.
- If you have forgotten your password or username, you can reset this via the log-in screen by following the link and prompts.



## 3. Select Rental Housing Tribunal matters

- Navigate to the Rental Housing Tribunal by selecting “Query” or “Report”, followed by “Rental Housing Tribunal”.
- Familiarize yourself with the disclaimer
- Ensure that you have all the documentation to proceed with your application.



## 4. Complete Online Complaint form

- Complete your application form by providing all the required Information
- You will be required to upload documents as included in the disclaimer section
- Follow the screens and prompts to complete your complaint form



## 5. Submit Complaint

- Before submitting your complaint, review the details provided by selecting the ‘back’ button.
- Accept the Declaration as a last step to your application and submit
- On the ‘Interview Complete’ screen you can download all the documents relevant to your complaint.

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## Key benefits of using the Rental Housing Tribunal App

- User friendly web-interface allowing you to submit your complaint online for assistance with a rental dispute.
- Update your complaint, review and track progress of your matter.
- Application and submission process made easily assessible from anywhere and at any time.
- Access RHT Online via any device connected to the internet.
- Once the complaint is submitted, you will immediately receive a case number for reference purposes.
- No travelling required and no queues!!

### For all general enquiries

**E-mail:** [rht.enquiries@westerncape.gov.za](mailto:rht.enquiries@westerncape.gov.za)

**Contact centre:** 0860 106 166

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**Department of Human Settlements**

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