

When the rent stops

What a R1.4 million Camps Bay eviction teaches every owner about repairs, notices and time.

On 12 October 2026 the Western Cape High Court ordered a family out of a Camps Bay home after they withheld rent over maintenance complaints from August 2024. The owner did most things right and still waited more than two years for her property back. Here is what the case shows, and how to protect your own rental before anything goes wrong.

R1,407,500

Arrears from August 2024 to June 2026

28 months

From the first unpaid month to the date the family must leave

18+ months

From cancelling the lease to the eviction order

What happened

- The tenant complained the home was not maintained and, from August 2024, paid money into her attorneys' trust account instead of paying the owner.
- The owner served a written breach notice on 4 March 2025, then a separate cancellation notice on 26 March 2025. The family stayed.
- The Western Cape Rental Housing Tribunal dismissed the tenant's claim for a 30% rent reduction on 19 August 2026, citing the family's continued use of the home and their failure to allow access to assess the defects.
- The High Court found the lease validly cancelled. The Consumer Protection Act did not apply, because the owner was a private individual letting one home, not a business. The family must leave by 30 November 2026.

Three lessons for owners

- **A record of repairs is your best defence.** The court accepted some maintenance problems may exist. A dated log of every request, reply and repair stops that point becoming an argument.
- **Notices must be done properly.** A breach notice with a clear deadline first, then a separate cancellation notice. Whether the Consumer Protection Act's 20 business days apply depends on your circumstances, so check before you cancel.
- **Only a court can evict.** Never change the locks or cut services to force a tenant out (PIE Act, section 8). The court must also be satisfied that eviction is just and equitable, and that takes time.

Five protections to put in place before there is a problem

1

Choose the tenant carefully

Credit bureau check, proof of income and previous landlord references, plus an online cross-check that the applicant is who they say they are.

2

Sign a clear written lease

Rent, due date, payment account, access for inspections and repairs, and what happens on breach, all in writing and signed by both sides.

3

Log every repair request

Each request recorded against the property the day it arrives, with the date, photos, the owner's decision and the date the work was confirmed done.

4

Put arrears in writing, promptly

A written breach notice with a clear deadline, then a separate cancellation notice if it is not remedied. Keep proof of delivery.

5

Let the law do the work

Disputes go to the Rental Housing Tribunal or the courts. Never self-help, whatever the arrears.

How The Property Bureau carries this for you

Paid on rent collected. Our management fee is a flat 11.5% of monthly rent collected, fully inclusive, no extras. If the rent does not arrive, we do not earn on it either, so our interests and yours point the same way.

Every maintenance job tracked. Logged the day it is reported, reported to you, instructed only once you agree, and closed only when the contractor and the tenant confirm it is done, with photographs. The full history stays on your property's file.

One contact, nothing lost. You and your tenant deal with the same person in our office, and anything that needs a decision from you reaches you promptly.

Ask for a free rental valuation: propertybureau.co.za/valuations

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Sources: Costa v N.L.D.C.J and Others [2026] ZAWCHC 596 (12 October 2026); PIE Act 19 of 1998, sections 4 and 8; Consumer Protection Act 68 of 2008, section 14. Checked 15 October 2026. General information, not legal advice. Take legal advice on your own matter.