



Quick guide to online bond refunds – tenants



The RTA's Bond Refund Web Service is an easy and convenient way for tenants to lodge a bond refund request. The new Bond Refund Fast Track option gives tenants and property owners/managers the option to respond to the bond refund request quickly and easily.

1 – Accept the terms and conditions

Go to the RTA's [Bond Refund Web Service](#) and click 'start now'. You'll need to accept the RTA's terms and conditions to use Web Services and receive electronic notifications about your bond refund.

2 – Verify your identity online

You will need to verify your digital identity through the Queensland Government's QGov service. Log in to your existing account or create a new QGov account. To create an account you will need to have 100 points of Australian, or state-issued ID documents. Acceptable identification is listed [here](#).

QGov's online document verification system will securely cross-check the personal information and reference numbers of ID documents you provide. This will prove that your digital identity matches your real-world identity and is a substitute for your signature on a paper form. It is an important part of keeping your personal information safe and secure. If you cannot verify your digital identity you can still submit a bond refund request using [RTA's paper forms](#).

3 – Lodge a bond refund request online

To lodge a bond refund request online you will need:

- your QGov login details (or [create a QGov account](#))
- the relevant bond number
- the handover or vacate date (if applying for a full bond refund)
- the new weekly rent (if applying for a rent reduction refund)
- unique email addresses for all tenants who contributed to the bond
- your bank account details.

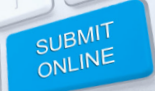
You may find it useful to have a copy of the tenancy agreement on hand. Check all the details you have provided are accurate before submitting. You can choose to do a bond refund (for end of tenancy refunds) or a rent reduction (if the rent has been lowered during the tenancy period).

4 – Fast track refund

If you, or any other tenants and the property owner/manager agree on the refund amount, this can be paid quickly and easily via our Bond Refund Fast Track. The fast track gives all parties a brief window (48-hours) to confirm they agree to the proposed bond refund and do not wish to go through the longer, formal, Notice of claim process

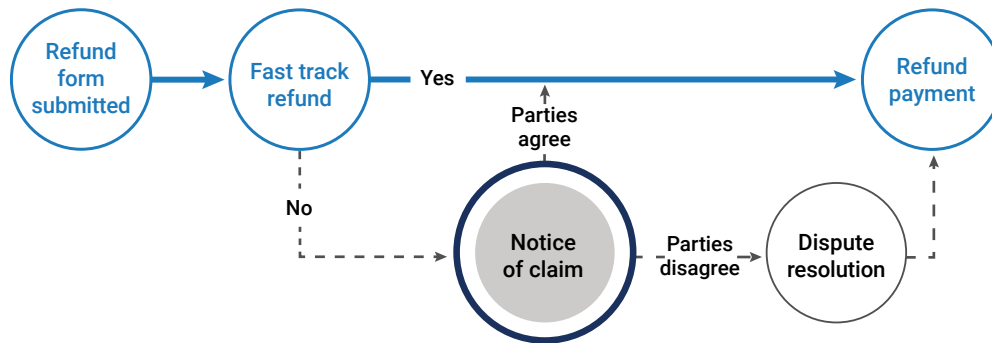
5 – Bond refund payment

If all parties agree with the proposed bond refund, payment will be made. If you are due a refund, you will receive an email. Please allow up to three business days for your bank to process your funds. Bond refunds can only be paid into Australian bank accounts.



If all parties do not agree, or do not respond in time to the Bond Refund Fast Track request, please read on.

6 – Notice of claim



If the RTA does not receive a response from all tenants and the property owner/manager within the 48-hour fast track period, or if one or more parties disagrees with the proposed bond refund, then a Notice of claim process commences. An email link to an online Notice of claim will be sent out to all necessary parties, giving them an option to agree or disagree with the bond refund request within a 14 day period. Any parties who agreed to fast track the proposed refund will not receive a Notice of claim and no further action will be required.

If all remaining parties agree during the Notice of claim period, the bond refund amount will be paid out. Any party who wishes to dispute the proposed bond refund must request dispute resolution within the 14 day Notice of claim period. If no request for dispute resolution is received during this time, the proposed refund will automatically be paid.

If you or another party has requested dispute resolution, please read on.

7 – Dispute resolution

If you want to dispute a proposed bond refund, you will need to submit a Dispute resolution request and provide:

- your contact details
- advise if you require a translator or interpreter.

If another party requests dispute resolution, you will be advised. If a dispute resolution request is lodged within the 14 day Notice of claim period, a hold will be placed on the bond and an RTA officer will contact all relevant parties to discuss the next steps.

For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8.30am and 5pm weekdays, or email helpdesk@rta.qld.gov.au.

