



# Quick Guide to the Change of Bond Contributors Web Service – property owners/managers

The RTA's [Change of Bond Contributors Web Service](#) offers a quick and easy way for customers to:

- **change bond contributors** when tenants move in or out of the property
- **change how the bond is distributed** by altering how much of the total amount is allocated to each contributor.

## 1 – Accept the terms and conditions

Go to the RTA's [Change of Bond Contributors Web Service 'before you begin'](#) and click 'start now'. You'll need to accept the RTA's terms and conditions to use Web Services and consent to receiving electronic notifications about the change requested.

## 2 – Verify your identity online

When you click on the 'start now' button on the [Change of Bond Contributors Web Service 'before you begin'](#) page, you will be taken to the Queensland Government's QGov login page. You will need to log into your existing account or create a new QGov account to access the Web Service.

As a property manager, you should register your own QGov account using your unique work email. 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 secure online document verification system will cross-check the personal information and reference numbers of ID documents that you provide with your Government records. This will prove that your digital identity matches your real-world identity and is a substitute for your signature on a paper form. QGov will not provide your identification documents to the RTA. The RTA only receives your name and email address

A business can now register with QGov through the principal or business owner, using [myGovID and the Relationship Authorisation Manager \(RAM\)](#). Once the principal or business owner has created a myGovID, they can [set up authorisation](#) for other staff members to access the account. Please note, all parties using the myGovID account will need to prove their digital identity with 100 points of Australian Government issued ID.

## 3 – Submit a Change of bond contributors request online

You may want to refer to a copy of the tenancy agreement when completing the change of bond contributors request. In addition to the tenancy agreement, you will need:

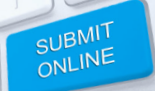
- your QGov login details (or [create a QGov account](#))
- your organisation's RTA ID number
- a bond number for a current tenancy
- the handover or vacate date (if it's changing)
- unique email addresses for all tenants.

You can change bond contributors (if the approved tenants on a tenancy agreement has changed) and/or alter how much of the total bond amount is allocated to each bond contributor. However, the total bond amount must remain the same.

## 4 – Wait for the other parties to agree to the Change of bond contributors request

An email notification will be sent to the bond contributors who are being removed from the bond, or who are transferring part of their bond to another party, to seek their agreement to the change request. The email will include a link to allow these bond contributors to respond to the request through Web Services.

If the bond contributor is unable to prove their identity via QGov to respond to the request, they can agree to the request by submitting a signed paper Change of bond contributors form. The details submitted on the paper form (including the bond contributors names and contribution amounts) must match those



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submitted via the Web Services. The bond contributor submitting the paper form should speak to the property manager/owner or another bond contributor to ensure the information on the paper form matches the details of the Web Service request.

The notified bond contributors will have 14 days to respond to the change request. If any of them disagree, or do not respond within this time, the Change of bond contributors request will be cancelled.

### 5 – Change of bond contributors request:

Approved
<p>If all relevant bond contributors agree with the change request and respond within 14 days, the RTA will approve and make the changes requested.</p> <p>The property manager/owner and all contributors on the bond, including new and existing bond contributors, will be sent a confirmation email of the change. The email will list the new details of bond contributors and/or contribution amounts.</p> <p><b>If parties do not agree, or do not respond in time to the Change of bond contributors request, please read on.</b></p>

Cancelled
<p>If one or more notified contributors disagrees with the Change of bond contributors, or fails to respond within 14 days, the request will be cancelled, and the bond details will not be updated.</p> <p>The RTA will email the person who submitted the Change of bond contributors request and all the bond contributors who were asked to agree to the change request, to notify them of the cancellation</p>

### For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8.30am and 5pm weekdays, or for help with RTA Web Services, email [helpdesk@rta.qld.gov.au](mailto:helpdesk@rta.qld.gov.au).

