



Quick guide to lodging or increasing a single bond online – property owners/managers



The RTA's Bond Lodgement Web Service is a quick, easy and convenient way for property owners/managers to lodge and pay a single rental bond or bond increase in one simple online transaction.

1 – Accept the Terms and Conditions

Go to the RTA's [Bond Lodgement Web Service](#) and click 'start now.' You'll need to accept the RTA's terms and conditions to receive electronic notifications about your bond lodgement or bond increase.

It is an offence for a person to knowingly give the RTA documents that contain false or misleading information. This applies to all forms of written communication to the RTA, not just submitting online forms. It also applies to anyone who provides information to the RTA, not just tenants/residents and property managers/owners.

2 – Verify your identity online

You will need to verify your digital identity through the Queensland Digital Identity (QDI). Log in to your existing account or [create your QDI here](#). QDI is the Queensland Government's secure, digital identity provider. It proves 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 do not have Australian or Queensland-issued identification and cannot verify your identity online through QDI, you may be able to do so manually, either over the phone or by visiting a TMR Service Centre or selected other Queensland Government support centre. Visit the QDI website for [more information about manual ID verification](#).

3 – Lodge a bond or a bond increase online

Refer to a copy of the relevant tenancy agreement when completing a single online bond lodgement or bond increase. If you are lodging a bond increase, you will also need the relevant bond number, which can be found on the Acknowledgement of rental bond you received from the RTA when the bond for the tenancy was first lodged at the start of the tenancy.

In addition to the tenancy agreement and the bond number (if lodging a bond increase), joint lessors and property managers/agents lodging on behalf of an organisation will need:

- the main email address your organisation/joint lessor partnership uses to transact with the RTA
- a contact number (Australian mobile or landline).

4 – Pay the bond or bond increase

The rental bond or bond increase can be paid online by credit card, debit card or by BPAY. It must be paid in one single payment by the person lodging the bond online.

Payment by credit/debit card will generate a real-time receipt which can be used to confirm the bond or bond increase has been lodged. Payment via BPAY will not generate a receipt at the time of payment.

For new bond lodgements, tenants listed as bond contributors will receive an email to verify their identity and association to the rental property. For bond increases, tenants will be sent an email request for updated details.

Once the payment has cleared, an Acknowledgement of rental bond containing a bond number will be sent to all parties listed as bond contributors.



SUBMIT
ONLINE

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For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8:30am and 5:00pm weekdays, or email helpdesk@rta.qld.gov.au.



Other languages: You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

Further information

For more information contact the Residential Tenancies Authority.



rta.qld.gov.au



1300 366 311



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Disclaimer:

This quick guide is prepared for information only. The Residential Tenancies and Rooming Accommodation Act 2008 is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this quick guide.

