

Tenants/residents and managing parties can use this form to request a rental bond refund for their bond contribution or a tenant/resident's bond contribution due to a tenancy/residency interest ending on grounds of experiencing domestic and family violence. Once completed, this form can be emailed to assistedrefund@rta.qld.gov.au.

The vacating tenant or resident must provide a [Notice ending tenancy interest \(domestic and family violence\) \(Form 20\)](#) or a [Notice ending residency interest \(domestic and family violence\) \(Form R20\)](#) to the agent, lessor or manager/provider and provide relevant evidence **before** requesting their bond contribution to be refunded.

1 Address of rental property (if rooming accommodation, include room number)

| | |
|--|----------|
| | |
| | Postcode |

Rental bond number

2 By submitting this form to the RTA, I confirm that:

- the tenant/resident is vacating the premises due to experiencing domestic and family violence;
- the vacating tenant/resident has provided a *Notice ending tenancy/residency interest (domestic and family violence)* (Form 20, R20) on Date to the agent, lessor or manager/provider supported by relevant evidence; and
- the tenant/resident has vacated the premises on Date

Note: The RTA cannot process a rental bond refund until after the tenant/resident has vacated the premises and their interest in the tenancy/rooming accommodation agreement has ended.

3 Refund details for tenant/resident vacating on grounds of experiencing domestic and family violence

| | | | | | | | | | | |
|---|--|--|-------|--|-----------|-------------|----|--|-----------|--|
| First name/s | | | | | Last name | | | | | |
| Date of birth | | | Phone | | | Mobile | | | | |
| Email | | | | | | | \$ | | | |
| Refunds only paid into Australian bank accounts (no cheques) | | | | | | Date | | | | If the amount above is blank do not sign |
| Name of account holder | | | | | | | | | Signature | |
| BSB no. | | | | | | Account no. | | | | |

(For the vacating tenant/resident's privacy, only provide secure, individual contact details; do not provide shared email addresses.)

4 Managing party (agent, lessor, manager/provider) refund details

| | | | | | | | | | | | |
|---|--|--|--|--------|--|-------------|----------|-------------------|-----------|--|--|
| Full name/trading name | | | | | | | | | | | |
| Phone | | | | Mobile | | | | RTA ID (if known) | | | |
| Postal address | | | | | | | Postcode | | | | |
| Email | | | | | | | \$ | | | | |
| Refunds only paid into Australian bank accounts (no cheques) | | | | | | Date | | | | | |
| Name of account holder | | | | | | | | | Signature | | |
| BSB no. | | | | | | Account no. | | | | | |

Note: If this bond refund form is submitted by the vacating tenant/resident **without** the managing party's signature, only the agent, lessor or manager/provider will receive a *Notice of claim*. To maintain the privacy of the person experiencing domestic and family violence and to ensure their safety, any remaining tenants/residents **will not** receive a *Notice of claim*.

| | | | | | | | | | | |
|--------------------------|--|--|--|--|--|--|--|--|--|--|
| Details of claim/amounts | | | | | | | | | | |
| | | | | | | | | | | |

5 Total bond contribution of vacating tenant/resident held by the RTA

The RTA is not liable for any losses that occur if you provide incorrect information.

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the *Residential Tenancies and Rooming Accommodation Act 2008* and may provide your information to QCAT and other bodies. For more information see RTA website.

Tenants/residents vacating on grounds of experiencing domestic and family violence

- can apply for a refund of their bond contribution for the tenancy/rooming accommodation agreement once their interest in the tenancy or residency ends, which is a minimum of 7 days after providing a *Notice ending tenancy/residency interest (domestic and family violence)* (Form 20, R20) with relevant evidence to the agent, lessor or manager/provider AND they have vacated the premises
- are not responsible for costs relating to:
 - the ending of the residential tenancy or rooming accommodation agreement or interest;
 - goods left behind in the rental premises;
 - reletting the rental premises.
- are not required to repair or compensate the property agent, lessor or manager/provider for damage to the premises or inclusions caused by an act of domestic and family violence experienced by the tenant/resident
- may still be responsible for costs associated with breaching terms of the agreement which are not related to the domestic and family violence (for example, rent arrears or damage to the property by a pet).

Fast refunds

- are possible when the refund amount equals the vacating tenant/resident's bond contribution amount in the tenancy/rooming accommodation agreement
- there is agreement between the vacating tenant/resident and the agent, lessor or manager/provider on how the bond contribution should be paid
- the vacating tenant/resident and the agent, lessor or manager/provider both sign the refund form – any remaining bond contributors are not required to sign
- refunds are only paid into Australian bank accounts (no cheques)

Disputed refunds

- only the vacating tenant/resident or the agent, lessor or manager/provider signs this refund form, and/or
- there is no agreement about how the bond should be paid

When this occurs the RTA

- releases any undisputed amount/s
- holds any disputed amount/s
- *if only the vacating tenant/resident signs this refund form* – the RTA sends a *Notice of claim* to the property agent, lessor or manager/provider and they will have 14 days to dispute the bond claim. If agreement cannot be reached, the RTA's free dispute resolution service may be able to assist
- *if only the property agent, lessor or manager/provider signs this refund form* – the RTA sends a *Notice of claim* to the vacating tenant/resident and they will have 14 days to dispute the bond claim. If agreement cannot be reached, the RTA's free dispute resolution service may be able to assist
- in both these instances outlined immediately above, any remaining tenants/residents **will not** receive a *Notice of claim* to maintain the privacy of the person experiencing domestic and family violence and to ensure their safety

Alterations to this form

- do not use correction fluid
- everyone must sign any alteration to bond amounts (full signatures required)

Forwarding address

In the interest of privacy and safety, tenants/residents who end their tenancy/residency interest on grounds of experiencing domestic violence are not required to provide their forwarding address to the property agent, lessor or manager/provider.

Bond loan

If the bond involves an outstanding amount on a bond loan with the Department of Communities, Housing and Digital Economy (DCHDE), please contact DCHDE instead of submitting this form to the RTA using the contact details below.

- Call 1800 501 702, email HSHLArrearsBondLoans@chde.qld.gov.au or visit chde.qld.gov.au.

Lodging this form

- Email assistedrefund@rta.qld.gov.au or post to RTA, GPO Box 390, Brisbane, Q 4001.

Important: If you are unable to use email and you need urgent help to submit this form, please call the RTA on 1300 366 311 and we can help you. Alternatively, you can post this form to the RTA.

Any person knowingly submitting false or misleading details on this refund form is committing an offence under Queensland law.

