

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.

By submitting this form to the Residential Tenancies Authority (RTA), each signatory affirms that, to the best of their knowledge, the information provided by them on this form is accurate and truthful and confirms that the document is not false or misleading in any material particular.

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	<input type="checkbox"/> tick if you agree to receive RTA notices by email		\$
Refunds only paid into Australian bank accounts (no cheques)			Date
Name of account holder			Signature
BSB no.		Account no.	
Optional – do you identify as: (mark all that apply) <input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability			

(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
Postal address	Postcode
Email	<input type="checkbox"/> tick if you agree to receive RTA notices by 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

\$

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 other costs associated with breaching terms of the agreement (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

Sole tenant: If you are a sole tenant and have an outstanding amount on a bond loan with the Department of Housing, Local Government, Planning and Public Works, (DHPW), the RTA will pay the balance of your loan using your bond refund.

Multiple tenants: If you are one of multiple tenants with an outstanding bond loan, please contact the department directly to discuss being removed from the loan.

Please contact DHPW using the contact details below.

- Call 1800 501 702, email HousingEnquiry@smartservice.qld.gov.au or visit housing.qld.gov.au.

For more information on bond loans, please visit our [bond loan webpage](#).

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.

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 (Qld) and may provide your information to QCAT and other bodies in accordance with the RTA's functions. For more information see the RTA's [privacy plan](#) contained on the RTA website.

The RTA does not accept responsibility for any loss or damage which may result from providing incorrect information to the RTA.

Section 447 of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) makes it an offence for a person to knowingly give the RTA documents containing false or misleading information. Maximum penalty for such an offence – 20 penalty units.



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).