



The RTA's Bulk Bond Lodgement Web Service is a quick, easy and convenient way to lodge multiple bonds and bond increases online and pay for them in one easy transaction, via BPAY.

This Web Service can only be used by joint lessors, agents, student accommodation providers and other property managers working on behalf of an organisation. If you are a private landlord or a tenant, please lodge your bond via the single [Bond Lodgement Web Service](#).

## 1 – Accept the Terms and Conditions

Go to the RTA's [Bulk 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 – Confirm contact details

You will need to provide contact details including a phone number (this must be an Australian mobile or landline) and the business/joint lessor partnership's email address and RTA ID. If you indicate that you are not the contact person for the bulk lodgement, you will also need to provide the correct person's name.

## 4 – Add bond increases to the bulk lodgement

On the bond increases page, use the *Add bond increase* button if you want to enter any bond increases into the bulk bond lodgement. You will need the relevant bond number for each bond increase. This can be found on the Acknowledgement of rental bond you received from the RTA when the bond was first lodged at the start of the tenancy.

Once you have finished entering your bond increases, or if you have no increases in the bulk lodgement, click *Continue* to move onto new lodgements.

## 5 – Add new bonds to the bulk lodgement

On the new lodgements page, use the *Add new lodgement* button to add a bond to the bulk lodgement. If you are lodging bonds for multiple rooms/dwellings/units at one address, you only need to enter the primary street address once. You will then be given the option to add additional rooms/dwellings/units to the same address.

**Tip:** You can complete your bulk bond lodgement over multiple sessions. However, **you must submit it within 10 days of lodging the first bond or bond increase in the bulk lodgement.** After this time, unsubmitted bulk bond lodgements will be deleted.



## 6 – Pay for the bulk bond lodgement

The Web Service will automatically calculate the total amount owed as you add bond increases and new bonds to the bulk lodgement. The total amount due can be paid via BPAY. It must be paid in one single payment.

Payment via BPAY will not generate a receipt at the time of payment. Once the payment has cleared (usually within three business days), an *Acknowledgement of rental bond* containing a bond number will be sent to all parties listed as bond contributors.

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.

### For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8:30am and 5:00pm weekdays, or for help with RTA Web Services, email [helpdesk@rta.qld.gov.au](mailto: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](http://rta.qld.gov.au)



1300 366 311



RTA Web Services

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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.*

