

Background

RTA Web Services will look and perform slightly differently **from 1 June 2026** after our planned systems update. However, its functionality has not changed. This quick guide shows side-by-side comparisons of the current and new-look systems so property managers and owners who regularly use RTA Web Services can get a feel for what's changed.


Tip: when using the new system, please add and review your information carefully as some fields and buttons may have moved or changed.

Key changes include:

- **terminology:** 'joint lessor' is now 'joint lessor partnership'
- **mandatory fields:** the red asterisk noting mandatory fields has moved from the start of a question to the end
- **dates:** must be added using the calendar icon or in full as DD/MM/YYYY format
- **button options:** some button options are now side-by-side (not stacked) or have moved and Yes/No changed to No/Yes
- **text formatting:** questions are now bolded
- **section navigation:** the *Back* navigation link currently at the top left of the webpage is replaced by a *Previous* button at the bottom left of the webpage. Select the *Previous* button (potentially multiple times) to return to a previous section.
- **section menu and progress status:** completed sections shown in the left menu have a static tick beside them to show your progress. However, section titles in the left menu can no longer be clicked to move between sections.
- **buttons to edit or add data:** text or drop-down buttons must be clicked and appear on the Bulk bond lodgement (bond increases), Tenancy end reason, Bond refund claim reasons, Refund allocation, Change of bond contributor and Email address webpages
- **pop-up fields:** appear when buttons are used to add data
- **new-look bond payment webpage:** information about proceeding to bond payment is called *Next steps* and the *Proceed to payment* button has moved
- **adding rooms:** a new edit drop-down must be opened to select *Add to address* when adding extra rooms, sites or units
- **discard progress:** a new *Discard Progress* button (top right of webpage) lets users restart the online form from the beginning
- **adding an address:** an automatic search function suggests Google-recognised addresses, allowing the correct address to be selected from a drop-down list (not shown below).

From 1 June: update saved bookmarks for RTA Web Services (new link will be available on the RTA website).

Side-by-side system comparisons

Terminology	
<p>'Joint lessor' is now 'joint lessor partnership'</p>	
Current look	New look
<p>*Are you an individual, joint lessor or organisation/agent?</p> <p><input type="radio"/> I am an individual lessor</p> <p><input type="radio"/> I am a joint lessor</p> <p><input type="radio"/> I am an organisation/agent</p> <p>Need help making a decision? ↓</p>	<p>Are you an individual, joint lessor partnership or organisation/agent? *</p> <p><input type="radio"/> I am an individual lessor</p> <p><input type="radio"/> I am a joint lessor partnership</p> <p><input type="radio"/> I am an organisation/agent</p> <p>Need help making a decision?</p>
Mandatory fields	
<p>The red asterisk noting mandatory fields has moved from the start of a question to the end</p>	
Current look	New look
<p>*What is the new weekly rent amount?</p> <p><input type="text" value="\$0"/></p>	<p>What is the new weekly rent amount? *</p> <p><input type="text" value="\$"/></p>
Dates	
<p>Must be added using the calendar icon or in full as DD/MM/YYYY format</p>	
Current look	New look
<p>*What is the expiry date of the notice?</p> <p>Day Month Year</p> <p><input type="text" value="26"/> / <input type="text" value="2"/> / <input type="text" value="2026"/></p>	<p>What is the expiry date of the notice? *</p> <p><input type="text" value="26/02/2026"/> </p>

Button options

Some button options are now side-by-side (not stacked) or have moved and Yes/No changed to No/Yes

Current look

Refund type

*What type of refund are you submitting?

Full bond refund

Rent reduction

[Need help making a decision?](#) ↓

New look

Refund type

What type of refund are you submitting? *

Full bond refund Rent reduction

[Need help making a decision?](#)

Current look

Bond Search

Before we begin

Get a verification code

Confirm verification code

Search Tenancies

Tenancy details

Switch Managing Party

Bond Search

← [Back](#)

Tenancy details

Showing tenancies for TEST REALTY.

Search criteria: Address contains BOND ST

[Download all search results.](#)

Bond Search

- Before we begin ✓
- Get a verification code ✓
- Confirm verification code ✓
- Search Tenancies ✓
- Tenancy details

Discard Progress

Switch Managing Party

Tenancy details

[Back](#)

Showing tenancies for TEST REALTY.

Search criteria: Address contains BOND ST,

[Download all search results](#)

Current look

*Are these contributors still correct?

Yes No

New look

Are these contributors still correct? *

No Yes

Text formatting

Questions are now bolded

Current look

*What type of refund are you submitting?

New look

What type of refund are you submitting? *

Section navigation

The *Back* navigation link currently at the top left of the webpage is replaced by a *Previous* button at the bottom left of the webpage. Select the *Previous* button (potentially multiple times) to return to a previous section.

Current look

Bond Lodgement

[← Back](#)

Lodgement type

*What type of bond lodgement are you submitting?

New bond

New look

Lodgement type

What type of bond lodgement are you submitting? *

New bond

Bond Increase

[Need help making a decision?](#)

Previous

Continue

Section menu and progress status

Completed sections shown in the left menu have a static tick beside them to show your progress. However, section titles in the left menu can no longer be clicked to move between sections.

Current look

Bond Lodgement

Before we begin

Your details

Lodgement type

RTA ID

Organisation details

Property details

Rent details

New look

Before we begin ✓

Your details ✓

Lodgement type ✓

RTA ID ✓

Organisation details ✓

Property details ✓

Rent details

Buttons to add or edit data

Text or drop-down buttons must be clicked and appear on the Bulk bond lodgement (bond increases), Tenancy end reason, Bond refund claim reason, Refund allocation, Change of bond contributor and Email address webpages. See examples below.

Current look

Enter the reasons and amounts below.

Claim reason	Claim amount	
* Carpet Cleaning <input type="text"/>	* \$100 <input type="text"/>	Remove
* Cleaning <input type="text"/>	* \$200 <input type="text"/>	Remove
Add another Claim Reason		
Total claim amount: \$300.00		

New look

Enter the reasons and amounts below.

Claim Reason ↑	Claim Amount	Edit
Carpet Cleaning	\$100.00	<input type="button" value="Edit"/>
Cleaning	\$200.00	<input type="button" value="Edit"/>
Total claim amount: \$300.00		

[Add a Claim Reason](#)

Current look

[← Back](#)

Reason for ending the tenancy

Provide the reason(s) for ending the tenancy (optional)

Tenancy end reason

Add a Tenancy End Reason

Continue

New look

Reason for ending the tenancy

Provide the reason(s) for ending the tenancy (optional)

Add a Tenancy End Reason

Tenancy end reason ↑

Edit

Please provide reason(s) for ending the tenancy

Pop-up fields

Appear when buttons are used to add data

Current look

Change of Bond Contributors

Before we begin

Your details

Bond number

Bond details

Current contributors

Updated contributors

Change of Bond Contributors

New bond contributor details

*First name

*Last name

Preferred name

[What is a preferred name?](#) ↓

*Email address

Phone number

Cancel

Save

Create



New Bond Contributor

First name *

Last name *

Preferred name

[What is a preferred name?](#)

Email address *

Phone number

Submit

New-look bond payment webpage

Information about proceeding to bond payment is called *Next steps* and the *Proceed to payment* button has moved

Current look

Bond Lodgement

Before we begin

Your details

Lodgement type

RTA ID

Organisation details

Property details

Rent details

Tenants

Contributions

Summary

Payment

Bond Lodgement

Payment



Bond Lodgement submitted

You're nearly there. Please now proceed to payment.

Reference number: d69fed48-39bc-4184-98ca-a551d169d506

The total payable amount is \$2,400.00

Please note, this is for your records only and does not constitute an official receipt.

Proceed to payment in order to complete your lodgement using your credit/debit card or BPAY.

Please note: Real time payment confirmation can only be provided for payments that are made by credit/debit card.

An official *Acknowledgement of Rental Bond* will be issued to all parties once funds are cleared.

Print my summary

Proceed to payment

Bond Lodgement

Next steps

Next steps

Bond Lodgement submitted

Proceed to payment

You're nearly there. Please now proceed to payment.

Reference number: 06222019860


The total payable amount is \$2,400.00


Please note, this is for your records only and does not constitute an official receipt.

Proceed to payment in order to complete your lodgement using your credit/debit card or BPAY.

Please note: Real time payment confirmation can only be provided for payments that are made by credit/debit card.

An official *Acknowledgement of Rental Bond* will be issued to all parties once funds are cleared.

 Print my summary

 Submit another form

Adding rooms

A new edit drop-down must be opened to select *Add to address* when adding extra rooms, sites or units

Current look

Bulk Bond Lodgement

Before we begin

Your details

RTA ID

Organisation details

Instructions

Bond increases

New lodgements

Discard Bulk Bond Lodgement

Bulk Bond Lodgement

[← Back](#)

New lodgements

Add New Lodgement

i If you have completed lodging all your bonds and bond increases, click the *Continue* button at the end of this page to proceed to the Bulk Bond Lodgement summary.

To go back and add a bond increase, click on *Bond increases* in the navigation menu.

Click the *Add* button to lodge a bond for additional rooms/dwellings at the same address.

150 MARY ST, BRISBANE CITY, 4000 [Add](#)

Room/Site	Unit	Bond amount	Action
1	-	\$2,000.00	Edit Remove

Total bonds and/or bond increases lodged

You can lodge a maximum of 50 new bonds and/or bond increases per Bulk Bond Lodgement, with a maximum total value of \$50,000.

Total number of bonds/bond increases lodged 1 / 50

Bulk Bond Lodgement

- Before we begin ✓
- Your details ✓
- RTA ID ✓
- Organisation details ✓
- Instructions ✓
- Bond increases ✓
- New lodgements**

Discard Progress

New lodgements

If you have completed lodging all your bonds and bond increases, click the *Continue* button at the end of this page to proceed to the Bulk Bond Lodgement summary.

To go back and add a bond increase, click on the *Go back to Bond increases* button at the bottom of this page or click on the *Bond increases* heading in the navigation menu.

Add New Lodgement

Additional rooms, sites, or units can be added to an address by selecting the Edit dropdown next to the address and choosing *Add to Address*.

Address	Bond amount	Completed	Edit
Room 1 150 MARY ST BRISBANE CITY QLD 4000	\$2,000.00	Completed	<input type="button" value="v"/>

Total bonds and/or bond increases lodged

You can lodge a maximum of 50 new bonds and/or bond increases per Bulk Bond Lodgement, with a maximum total value of \$50,000.

Total number of bonds/bond increases lodged	1 / 50
Total Bulk Bond Lodgement amount	\$2,000.00 / \$50,000.00

If you have finished lodging all your new bonds and bond increases, click the *Continue* button to proceed to the Bulk Bond Lodgement summary page.

Bulk Bond Lodgement

- Before we begin ✓
- Your details ✓
- RTA ID ✓
- Organisation details ✓
- Instructions ✓
- Bond increases ✓
- New lodgements**

Discard Progress

New lodgements

If you have completed lodging all your bonds and bond increases, click the *Continue* button at the end of this page to proceed to the Bulk Bond Lodgement summary.

To go back and add a bond increase, click on the *Go back to Bond increases* button at the bottom of this page or click on the *Bond increases* heading in the navigation menu.

Add New Lodgement

Additional rooms, sites, or units can be added to an address by selecting the Edit dropdown next to the address and choosing *Add to Address*.

Address	Bond amount	Completed	Edit
Room 1 150 MARY ST BRISBANE CITY QLD 4000	\$2,000.00	Completed	▼ Resume Add to Address Remove

Total bonds and/or bond increases lodged

You can lodge a maximum of 50 new bonds and/or bond increases per Bulk Bond Lodgement, with a maximum total value of \$50,000.

Total number of bonds/bond increases lodged 1 / 50

Total Bulk Bond Lodgement amount \$2,000.00 / \$50,000.00

If you have finished lodging all your new bonds and bond increases, click the *Continue* button to proceed to the Bulk Bond Lodgement summary page.

Go back to Bond increases **Continue**

Discard progress

A new *Discard Progress* button (top right of webpage) lets users restart the online form from the beginning

Current look

N/A

New look

Bond Lodgement

- Before we begin ✓
- Your details ✓
- Lodgement type ✓
- Bond number ✓
- Bond details**

Discard Progress

Bond details

Is this the bond you would like to increase?

- Address: UNIT 501 9 HAMILTON AV, SURFERS PARADISE QLD 4217
- Bond Total: \$4,000.00

No, I want to change the bond

Yes, that's correct

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.

v1 May26

