



# Quick guide to lodging or increasing a single bond online – tenants



The RTA's Bond Lodgement Web Service is a quick, easy and convenient way 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 read and accept the terms and conditions to allow the RTA to send you electronic notifications about your bond lodgement or bond increase.

## 2 – Verify your digital identity

You will need to verify your digital identity through the Queensland Government's QGov service. Log in to your existing account or create a new QGov account. To create an account you will need to have 100 points of Australian, or state-issued ID documents. Acceptable identification is listed [here](#).

QGov's online document verification system will securely cross-check the personal information and reference numbers of ID documents you provide. This will prove that 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 cannot verify your digital identity you can still lodge or increase a bond using [RTA's paper forms](#).

## 3 – Lodge a bond or increase a bond online

To lodge a **single rental bond** online you will need:

- address and details of the rental property
- name and contact details (including a unique email addresses) of every individual who is contributing to the rental bond
- details of the managing party, including their address, email and contact number

Tenant organisations will also need their RTA ID and the main email address their company uses to transact with the RTA.

To **increase an existing bond** online, you will also need your bond number. You can find this on the Acknowledgement of rental bond you received from the RTA when you originally lodged your bond.

You may find it useful to have a copy of the tenancy agreement to hand. Check all the details you have are accurate before submitting.

## 4 – Pay the bond or bond increase

Pay the total rental bond or bond increase for the tenancy by credit card, debit card or BPAY. The bond or bond increase must be paid in a single payment by the person lodging it online. If there are other tenants contributing, you will need to discuss with them how they will provide their contribution to you.

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

Once your payment has cleared, an Acknowledgement of rental bond containing a bond number will be sent to all parties listed in the bond lodgement, including the lessor or their agent.

## For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8.30am and 5pm weekdays, or email [helpdesk@rta.qld.gov.au](mailto:helpdesk@rta.qld.gov.au).

