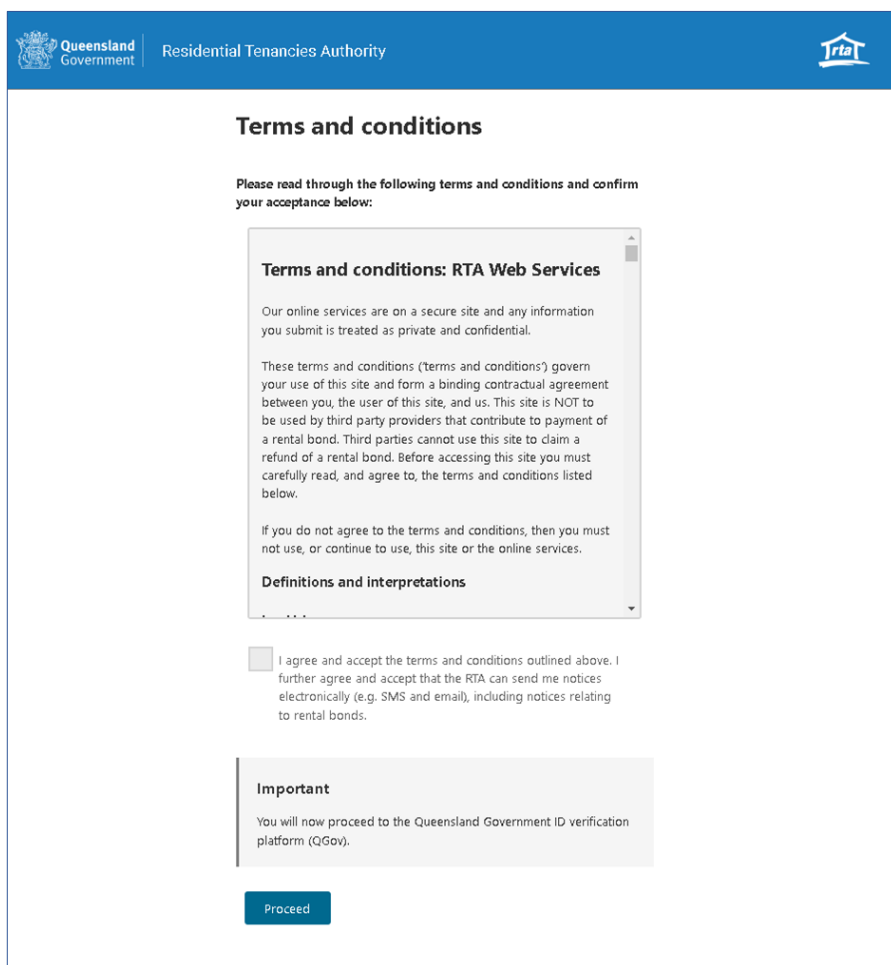


## Quick guide for Bond Search Web Service

Organisations, including student accommodation providers and joint lessors, can now quickly and easily find information about the bonds that their organisation/partnership manages. Property managers will be able to view, search and download bond lists.

### 1 – Accept the terms and conditions

Go to the RTA's Bond Search Web Service and click 'start now'. You will need to accept the RTA's terms and conditions to use our Web Services and receive electronic notifications.



The screenshot shows the 'Terms and conditions' page of the RTA Bond Search Web Service. The page header includes the Queensland Government logo and the RTA logo. The main heading is 'Terms and conditions'. Below this, a prompt asks the user to read through the terms and conditions and confirm their acceptance. A scrollable box contains the full text of the terms and conditions, including a section on 'Definitions and interpretations'. Below the scrollable box, there is a checkbox for agreement and an 'Important' section with a 'Proceed' button.

Queensland Government | Residential Tenancies Authority

### Terms and conditions

Please read through the following terms and conditions and confirm your acceptance below:

#### Terms and conditions: RTA Web Services

Our online services are on a secure site and any information you submit is treated as private and confidential.

These terms and conditions ('terms and conditions') govern your use of this site and form a binding contractual agreement between you, the user of this site, and us. This site is NOT to be used by third party providers that contribute to payment of a rental bond. Third parties cannot use this site to claim a refund of a rental bond. Before accessing this site you must carefully read, and agree to, the terms and conditions listed below.

If you do not agree to the terms and conditions, then you must not use, or continue to use, this site or the online services.

#### Definitions and interpretations

I agree and accept the terms and conditions outlined above. I further agree and accept that the RTA can send me notices electronically (e.g. SMS and email), including notices relating to rental bonds.

#### Important

You will now proceed to the Queensland Government ID verification platform (QGov).



Proceed

## 2 – Verify your identity online


Login into the Web Service using your secure QGov account. If you do not have a QGov account, you will need to verify your digital identity before you use the service. You can verify your digital identity with Australian or state-issued personal identity documents. A list of acceptable identification is available here. If you are an employee working for an organisation, you should register your own QGov account using your unique work email. View the RTA's Understanding QGov webpage.

### Login or register

Please login or register using one of the options below.

 Google  Microsoft

or

 Login with QGov

\* Username

\* Password

[Forgot your password?](#) | [Manage your QGov login](#)

---


[Manage your QGov identity](#)

[Back to service](#)

### 3 – Search and download your bond records

Before you begin, you will need:

- your QGov login details (or [create a QGov account](#)) and your organisation/joint lessor partnership's RTA ID number
- a bond number for a current tenancy you manage
- access to your organisation/joint lessor partnership's registered email address (as the RTA will send you an automated verification code at the appropriate step of completing this form)

Residential Tenancies Authority

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**Bond Search**

Before we begin

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**Get a verification code**

[← Back](#)

#### Get a verification code

To search for bonds under your organisation's management, you will need to provide your organisation's RTA ID and a bond number for one of your tenancies.

Click 'Get a verification code' to receive the required code. The code will be sent to the email address the RTA has on file for your organisation.

\*RTA ID

[What is an RTA ID? ↓](#)


\*Bond number

[What is a bond number? ↓](#)

**Get a verification code**

You will be able to:

- search for bond records under your management by entering the bond number, rental address or bond contributor details
- view a full list of bonds (by leaving the search criteria fields blank)
- download a full list of bonds into a CSV file. The file will include:
  - bond number
  - address
  - tenants and their contributions
  - available bond balance
  - weekly rent
  - date created.


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**Bond Search**

Before we begin

Get a verification code

Confirm verification code

**Search Tenancies**

Switch Managing Party

## Bond Search

[← Back](#)

### Search Tenancies

There are multiple ways to search for tenancies under RESIDENTIAL REAL ESTATE HQ.

To see all tenancies, leave all fields blank and click continue.

To search for a particular bond:

- enter a full or partial bond number
- enter a partial address
- enter a full or partial bond contributor's name

Bond number?

Address of the rental property?  
For the best results use only the street name, suburb or postcode.

Name of a bond contributor?

[What is a bond contributor?](#)

[Continue](#)


**Please note:** Your session time is limited to two hours. After this time has elapsed, you will be automatically logged out and will need to log back in to continue using Web Services.

## For help or more information


Phone the RTA's Contact Centre on 1300 366 311 between 8.30am and 5.00pm weekdays.

### Further information

For more information visit the Residential Tenancies Authority website.



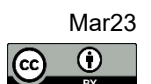
[rta.qld.gov.au](http://rta.qld.gov.au)



1300 366 311

### **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.*



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