The RTA's Bond Lodgement Web Service is a quick, easy and convenient way for property owners/managers 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 accept the RTA's terms and conditions to receive electronic notifications about your bond lodgement or bond increase.

2 – Verify your identity online

You will need to verify your digital identity through the Queensland Government's QGov 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.

QGov's online document verification system will securely cross-check the personal information and reference numbers of ID documents that 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. The RTA only receives your name and email address from QGov.

3 – Lodge a bond or a bond increase online

Refer to a copy of the relevant tenancy agreement when completing a single online bond lodgement or bond increase. If you are lodging a bond increase, you will also need the relevant bond number, which can be found on the Acknowledgement of rental bond you received from the RTA when the bond for the tenancy was first lodged at the start of the tenancy.

In addition to the tenancy agreement and the bond number (if lodging a bond increase), joint lessors and property managers/agents lodging on behalf of an organisation will need:

- the main email address your organisation/joint lessor partnership uses to transact with the RTA
- a contact number (Australian mobile or landline).

4 – Pay the bond or bond increase

The rental bond or bond increase can be paid online by credit card, debit card or by BPAY. It must be paid in one single payment by the person lodging the bond online.

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

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.

Once the payment has cleared, an Acknowledgement of rental bond containing a bond number will be sent to all parties listed as bond contributors.

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.