



# Quick guide to online bond refunds – property owners/managers



The RTA's Bond Refund Web Service is an easy and convenient way for property owners/managers to lodge a bond refund request. The new Bond Refund Fast Track option gives all parties the option to respond to the bond refund request quickly and easily.

## 1 – Accept the terms and conditions

Go to the RTA's [Bond Refund Web Service](#) and click 'start now'. You'll need to accept the RTA's terms and conditions to use our Web Services and receive electronic notifications about your bond refund.

## 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 refund request online

Refer to a copy of the relevant tenancy agreement when completing an online bond refund.

In addition to the tenancy agreement, you will need:

- your QGov login details (or [create a QGov account](#))
- the relevant bond number
- if you work for an organisation, or are a joint lessor, you'll need your RTA ID (you can find this in your welcome email you received when you first lodged a transaction with the RTA, or by calling the RTA Contact Centre)
- the new weekly rent (if applying for a rent reduction refund)
- the handover or vacate date (if applying for a full bond refund)
- unique email addresses for all tenants.

You can choose to do a bond refund (for end of tenancy refunds) or a rent reduction (to refund part of the deposit, if the rent has been lowered). You will also be given options to manually add additional tenants and to choose whether to split the bond equally, or to allocate different refund amounts to individual tenants.

Please note: a Bond Refund request should only be completed and sent to the RTA once the tenancy handover date has passed. If you are a managing party and want to retain part of the bond, you must provide a reason for your claim (e.g. cleaning, property damage).

## 4 – Fast track refund

If you and the tenant/s agree on the refund amount, this can be paid quickly and easily via our Bond Refund Fast Track. The fast track gives all parties a brief window (48-hours) to confirm they agree to the proposed bond refund and do not wish to go through the longer, formal, Notice of claim process.

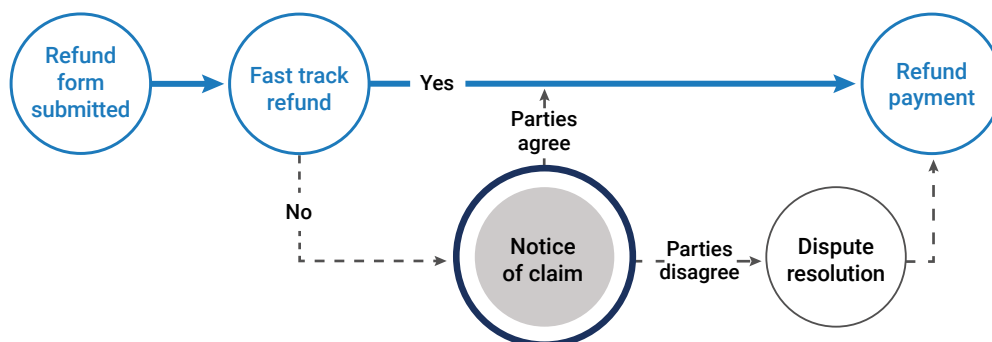
## 5 – Bond refund payment

Payments will be made when all parties reach an agreement on the bond refund amount. If you are due a refund, you will receive an email. Please allow up to three business days for your bank to process your funds. Bond refunds can only be paid into Australian bank accounts.



**If all parties do not agree, or do not respond in time to the Bond Refund Fast Track request, please read on.**

### 6 – Notice of claim



If the RTA does not receive a response from all tenants and the property owner/manager within the 48-hour fast track period, or if one or more parties disagrees with the proposed bond refund, then a Notice of claim process commences. An email link to an online Notice of claim will be sent out to all necessary parties, giving them an option to agree or disagree with the bond refund request within a 14 day period. Any parties who agreed to fast track the proposed refund will not receive a Notice of claim and no further action will be required.

If all remaining parties agree during the Notice of claim period, the bond refund amount will be paid out. Any party who wishes to dispute the proposed bond refund must request dispute resolution within the 14 day Notice of claim period. If no request for dispute resolution is received during this time, the proposed refund will be automatically paid.

**If you or another party has requested dispute resolution, please read on.**

### 7 – Dispute resolution

If you want to dispute a proposed bond refund, you will need to submit a Dispute resolution request and provide:

- reasons for your claim
- your contact details
- if you require a translator or interpreter.

If another party requests dispute resolution for the bond refund, you will be advised. If a dispute resolution request is lodged within the 14 day Notice of claim period, a hold will be placed on the bond and an RTA officer will contact all relevant parties to discuss the next steps.

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).

