



# Quick guide to changing bond contributors/contributions online – tenants

The RTA's [Change of Bond Contributors Web Service](#) offers a quick and easy way for customers to:

- **change bond contributors** when tenants move in or out of the property
- **change how the bond is distributed** by altering how much of the total amount is allocated to each contributor.

**Important:** Successfully submitting a Change of bond contributors request does not change the tenants listed on the tenancy agreement (also known as the lease). Any changes to the tenancy agreement must be approved by the property manager/owner.

You should discuss any change of tenants at the property with the property manager/owner before a Change of bond contributors request is submitted to the RTA.

## 1 – Accept the terms and conditions

Go to the RTA's Change of [Change of Bond Contributors Web Service 'before you begin'](#) and click 'start now'. You'll need to accept the RTA's terms and conditions to use Web Services and consent to receiving electronic notifications about the change requested.

## 2 – Verify your identity online

When you click on the 'start now' button on the [Change of Bond Contributors Web Service 'before you begin'](#) page, you will be taken to the Queensland Government's QGov login page. You will need to log into your existing account or create a new QGov account to access the Web Service. 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. QGov will not provide your identification documents to the RTA. The RTA only receives your name and email address.

It is an important part of keeping your personal information safe and secure. If you cannot verify your digital identity you can still submit a Change of bond contributors refund request using [RTA's paper forms](#).

## 3 – Submit a Change of bond contributors request online

If you are transferring some, or all, of your bond to another party, please ensure the new or remaining bond contributor/s has paid your portion of the bond to you before submitting a Change of bond contributors request.

To submit a Change of bond contributors request online you will need:

- your QGov login details (or [create a QGov account](#))
- a bond number for a current tenancy
- the handover or vacate date (if changing)
- unique email addresses for all tenants.

You may find it useful to have a copy of the tenancy agreement on hand. Check all the details you have provided are accurate before submitting. You can change bond contributors (if the approved tenants on a tenancy agreement has changed) and/or alter how much of the total bond amount is allocated to each bond contributor. However, the total bond amount must remain the same.



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## 4 – Wait for the other parties to agree to the Change of bond contributors request

An email notification will be sent to the bond contributors who are being removed from the bond, or who are transferring part of their bond to another party, to seek their agreement to the change request. The email will include a link to allow these bond contributors to respond to the request through Web Services.

If the bond contributor is unable to prove their identity via QGov to respond to the request, they can agree to the request by submitting a signed paper Change of bond contributors form. The details submitted on the paper form (including the bond contributors names and contribution amounts) must match those submitted via the Web Services. The bond contributor submitting the paper form should speak to the property manager/owner or another bond contributor to ensure the information on the paper form matches the details of the Web Service request.

The notified bond contributors will have 14 days to respond to the change request. If any of them disagree, or do not respond within this time, the Change of bond contributors request will be cancelled.

## 5 – Change of bond contributors request:

Approved
<p>If all relevant bond contributors agree with the change request and respond within 14 days, the RTA will approve and make the changes requested.</p> <p>The property manager/owner and all contributors on the bond, including new and existing bond contributors, will be sent a confirmation email of the change. The email will list the new details of bond contributors and/or contribution amounts.</p> <p><b>If parties do not agree, or do not respond in time to the Change of bond contributors request, please read on.</b></p>

Cancelled
<p>If one or more of the relevant bond contributors disagree with the change, or fail to respond within 14 days, the Change of bond contributors request will be cancelled. The details of the bond contributors and bond contribution amounts will not be changed.</p> <p>The RTA will email the person who submitted the Change of bond contributors request and all the bond contributors who were asked to agree to the change request, to notify them of the cancellation.</p>

## For help or more information

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

