

# 4 Refund of rental bond (Form 4)

Residential Tenancies and Rooming Accommodation Act 2008  
(Sections 125-135; 136-141)



**Important:** If you as a tenant or managing party are requesting a bond refund due to a tenancy/residency interest ending on grounds of experiencing domestic and family violence, please use the [Bond refund for persons experiencing domestic and family violence \(Form 4a\)](#) to request your bond refund.

By submitting this form to the Residential Tenancies Authority (RTA), each signatory affirms that, to the best of their knowledge, the information provided by them on this form is accurate and truthful and confirms that the document is not false or misleading in any material particular.

Page 1 of 2 - Complete all pages

Lodge form online ([rta.qld.gov.au](http://rta.qld.gov.au)) or by post. Do not email this form.

Rental bond number

1 Address of rental property (if rooming accommodation, include room number)

			Postcode	
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2 Only send this form to the RTA if:

- notice ending the tenancy has expired Expiry date  OR
- notice was not issued and the tenants have vacated Date vacated  OR
- bond has decreased New weekly rent \$

3 Tenants refund details (include individual amounts)

Tenant 1

First name/s				Last name				RTA ID (if known)	
Date of birth			Phone			Mobile			
Forwarding address								Postcode	
Email							<input type="checkbox"/> tick if you agree to receive RTA notices by email	\$	
Refunds <b>only</b> paid into Australian bank accounts (no cheques)							Date	If the amount above is blank do not sign	
Name of account holder								Signature	
BSB no.					Account no.				
Optional - do you identify as: (mark all that apply)									
<input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability									

Tenant 2

First name/s				Last name				RTA ID (if known)	
Date of birth			Phone			Mobile			
Forwarding address								Postcode	
Email							<input type="checkbox"/> tick if you agree to receive RTA notices by email	\$	
Refunds <b>only</b> paid into Australian bank accounts (no cheques)							Date	If the amount above is blank do not sign	
Name of account holder								Signature	
BSB no.					Account no.				
Optional - do you identify as: (mark all that apply)									
<input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability									

Continued on page 2

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## Page 2 of 2 - Complete all pages

**IMPORTANT:** Copy rental bond details and address of rental property from page 1

Rental bond number

Address of rental property (if rooming accommodation, include room number)


### Tenant 3

First name/s	Last name	RTA ID (if known)	
Date of birth	Phone	Mobile	
Forwarding address			Postcode
Email	<input type="checkbox"/> tick if you agree to receive RTA notices by email		\$
Refunds <b>only</b> paid into Australian bank accounts (no cheques)		Date	If the amount above is blank do not sign
Name of account holder			Signature
BSB no.	Account no.		
Optional - do you identify as: (mark all that apply)			
<input type="checkbox"/> Aboriginal and Torres Strait Islander peoples <input type="checkbox"/> Culturally and linguistically diverse people <input type="checkbox"/> People living with a disability			

### 4 Property manager/owner refund details

Full name/trading name		RTA ID (if known)	
Phone	Mobile		
Postal address			Postcode
Email	<input type="checkbox"/> tick if you agree to receive RTA notices by email		\$
Refunds <b>only</b> paid into Australian bank accounts (no cheques)		Date	
Name of account holder			Signature
BSB no.	Account no.		

Details of claim/amounts

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5 Total bond held by the RTA \$

### 6 What is the reason for the tenancy ending? (optional - select reason most applicable to your situation)

- |  |  |
|--|--|
| <input type="checkbox"/> By mutual agreement                                   | <input type="checkbox"/> Due to condition of property  |
| <input type="checkbox"/> Due to Notice of intention to leave without grounds   | <input type="checkbox"/> For owner occupation  |
| <input type="checkbox"/> End of a fixed term agreement                         | <input type="checkbox"/> Non-compliance with Tribunal order  |
| <input type="checkbox"/> Unremedied breach - rent arrears                      | <input type="checkbox"/> Failure to comply with repair order   |
| <input type="checkbox"/> Unremedied breach - general                           | <input type="checkbox"/> Mortgagee in possession of property   |
| <input type="checkbox"/> Property has become non-liveable                      | <input type="checkbox"/> End of entitlement to student accommodation   |
| <input type="checkbox"/> Property was abandoned                                | <input type="checkbox"/> Change of use in property   |
| <input type="checkbox"/> Property is being sold                                | <input type="checkbox"/> Property required for State government program  |
| <input type="checkbox"/> Owner's intention to sell                             | <input type="checkbox"/> Property is being compulsorily acquired   |
| <input type="checkbox"/> Property requires significant repairs and renovations | <input type="checkbox"/> End of entitlement to occupy under employment   |
| <input type="checkbox"/> Planned demolition/redevelopment for property         | <input type="checkbox"/> End of housing/accommodation assistance   |
| <input type="checkbox"/> Due to death of a co-tenant                           | <input type="checkbox"/> Serious breach (only applicable if lessor is the State or community housing provider) |
| <input type="checkbox"/> Due to death of sole tenant                           |  |



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## Fast refunds

- there is agreement on how the bond should be paid
- everyone listed on the bond signs the refund form
- refunds are only paid into Australian bank accounts (no cheques)

## Other refunds

- not everyone signs the same bond refund form, and/or
- there is no agreement about how the bond should be paid

When this occurs the RTA

- releases any undisputed amount/s
- holds any disputed amount/s, and
- sends a *Notice of claim* to the people who did not sign the refund form. They will have 14 days to dispute the bond claim.

The RTA may assist with dispute resolution.

## Maximum bond amount

- from 30 September 2024, a rental bond cannot exceed four weeks rent
- the tenant/resident can claim any excess bond amounts from the RTA using the Excess bond refund for tenants ([Form 4b](#)), which requires all bond contributors to sign the form before it can be processed by the RTA.

## Claim on bond

- rental bonds lodged on or after 30 September 2024 will require supporting evidence to be provided to a tenant/resident when a property manager/owner claims or disputes a bond refund request within 14 days of the bond claim or dispute
- not providing supporting evidence to a tenant/resident when a claim or dispute is made against a bond is an offence
- evidence must be provided to the tenant/resident, not to the RTA.

**Note:** for rental bonds lodged with the RTA before 30 September 2024, a 12-month transitional period from 30 September 2024 to 30 September 2025 will apply. This means that evidence does not need to be provided for bond claims until after this period expires.

## Alterations to this form

- do not use correction fluid
- everyone must sign any alteration to bond amounts (full signatures required)

## Forwarding address

Tenants must give a forwarding address to the property manager/owner if requested in writing.

Property manager/owner must include the forwarding address on this form if it has been provided by the tenants.

## Bond loan

If you have an outstanding amount on a bond loan with the Department of Housing and Public Works, (DHPW), the RTA will pay the balance of your loan using your bond refund. Please contact DHPW using the contact details below.

- Call 1800 501 702, email [HousingEnquiry@smartservice.qld.gov.au](mailto:HousingEnquiry@smartservice.qld.gov.au) or visit [housing.qld.gov.au](http://housing.qld.gov.au).

For more information on bond loans, please visit our [bond loan webpage](#).

## Lodging this form:

- online: [rta.qld.gov.au](http://rta.qld.gov.au) (conditions apply)
- post: RTA, GPO Box 390, Brisbane Q 4001

Lodge form online ([rta.qld.gov.au](http://rta.qld.gov.au)) or by post. **Do not email this form.**

**Important:** If you are unable to use [RTA Web Services](#) online or [post](#) and you need urgent help to submit a bond refund form, please call the RTA on 1300 366 311 and we can help you.

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) and may provide your information to QCAT and other bodies in accordance with the RTA's functions. For more information see the RTA's [privacy plan](#) contained on the RTA website.

The RTA does not accept responsibility for any loss or damage which may result from providing incorrect information to the RTA.

Section 447 of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) makes it an offence for a person to knowingly give the RTA documents containing false or misleading information. Maximum penalty for such an offence – 20 penalty units.



**Other languages:** You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

