



# Quick guide to the Change of Bond Contributors Web Service – property owners/managers



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.

## 1 – Accept the terms and conditions

Go to the RTA's [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.

It is an offence for a person to knowingly give the RTA documents that contain false or misleading information. This applies to all forms of written communication to the RTA, not just submitting online forms. It also applies to anyone who provides information to the RTA, not just tenants/residents and property managers/owners.

## 2 – Verify your identity online

You will need to verify your digital identity through the Queensland Digital Identity (QDI). Log in to your existing account or [create your QDI here](#). QDI is the Queensland Government's secure, digital identity provider. It proves your digital identity matches your real-world identity and is a substitute for your signature on a paper form. It is an important part of keeping your personal information safe and secure.

If you do not have Australian or Queensland-issued identification and cannot verify your identity online through QDI, you may be able to do so manually, either over the phone or by visiting a TMR Service Centre or selected other Queensland Government support centre. Visit the QDI website for [more information about manual ID verification](#).

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

You may want to refer to a copy of the tenancy agreement when completing the change of bond contributors request.

In addition to the tenancy agreement, you will need:

- your QDI login details (or [create your QDI](#))
- your organisation's RTA ID number
- a bond number for a current tenancy
- the handover or vacate date (if it's changing)
- unique email addresses for all tenants.

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 RTA Web Services.

If the bond contributor is unable to prove their identity via QDI 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 RTA 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

If all relevant bond contributors agree with the change request and respond within 14 days, the RTA will approve and make the changes requested.

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.

**If parties do not agree, or do not respond in time to the Change of bond contributors request, please read on.**

### Cancelled

If one or more notified contributors disagrees with the Change of bond contributors, or fails to respond within 14 days, the request will be cancelled, and the bond details will not be updated.

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.

## For help or more information

Phone the RTA's Contact Centre on 1300 366 311 between 8:30am and 5:00pm weekdays, or for help with RTA Web Services, email [helpdesk@rta.qld.gov.au](mailto:helpdesk@rta.qld.gov.au).



**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).

### Connect with us



### 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.*

