

Getting your bond back for residential tenancies

At the end of the tenancy, a *Refund of Rental Bond* (Form 4) should be completed and forwarded to the Residential Tenancies Authority (RTA). The name/s and signature/s on this form should match those currently held on file.

Refunding the bond

If all parties agree on how the bond should be refunded, complete this form together, signing the appropriate signature boxes. Lodge it with the RTA for processing, keeping a copy of the form for your records. To avoid unnecessary delays, ensure that the Form 4 is completed correctly and the amounts add up to the total bond if a full refund is intended.

You have the choice of having your refund:

- deposited directly to your nominated cheque or savings account at any bank, building society or credit union (preferred and recommended)
- mailed to you by cheque, or
- paid in cash at an approved Australia Post outlet in Queensland. Please note, the person/s collecting the refund/s must provide photo and/or signature identification along with the *Refund of Rental Bond* (Form 4). Australia Post outlets cannot accept forms requesting direct credit refunds.

Filling out the form

- If you make a mistake on the form, cross it out with a pen and write the new words and/or figures above. Each change must be verified by all other tenants and the lessor/agent signing next to each change, in full.
- All typing and/or writing should be clear, and in permanent black or blue ink. Do not use pencil.
- Please submit original forms only. Faxes, photocopies and scanned/mailed forms will not be accepted.
- Never sign an incomplete form.
- Lodge the form after the end date of the tenancy. The end date is listed on the form used to end the agreement.
- Ensure the RTA has a correct forwarding address for each tenant.
- Where a bond loan is still outstanding the loan balance will be deducted from the tenant's refund amount and paid directly to the Department of Communities.

If you cannot agree

If you cannot agree on who should receive the bond, either party can complete and sign the *Refund of Rental Bond* (Form 4) by themselves and lodge it with the RTA keeping a copy of the form for their records. If the parties cannot agree about the refund or not all signatories are able to sign, it cannot be paid out immediately. The RTA will process the first Form 4 received, and will send a *Notice of Claim* to all other parties to the bond and pay out any amount that is not in dispute. A *Dispute Resolution Request* (Form 16) will be included with the *Notice of Claim*, and the other parties will have 14 days from the date of the notice to advise the RTA what action they wish to take.

The RTA's Dispute Resolution Service can help to resolve a bond dispute.

Lodging your form

Mail to: GPO Box 390
BRISBANE QLD 4001

Visit the RTA counter: Level 23, 179 Turbot Street, BRISBANE
Mon-Fri 8:30am to 5:00pm

Things you should know

It is an offence under Queensland law for a person to give false, misleading or incomplete information which the person knows is false or misleading. Any person submitting a Form 4 to the RTA who knows the details on the form to be false or misleading commits an offence.

If the lessor/agent requests a forwarding address from the tenant in writing, it is an offence for the tenant to not provide it unless they have a reasonable excuse. If the tenant wishes their details to be kept confidential, please advise the RTA.

Privacy

The collection of personal information on this form is authorised by both the *Residential Tenancies and Rooming Accommodation Act 2008* (the RTRA Act) and the *Information Privacy Act 2009* (the IP Act). The Information Privacy Principles (IPPs) detailed in the IP Act set out how the RTA should collect, store, use and disclose personal information and how individuals can access and apply to amend documents containing their personal information. The RTA will not disclose your personal information to any third party without your consent unless authorised or required by law. The RTA may disclose your personal information to other Government Agencies, such as the Queensland Civil and Administrative Tribunal (QCAT), in order for the RTA to perform its functions under the RTRA Act. The RTA may disclose non-identifying rental industry statistical information to interested parties.



Level 23, 179 Turbot Street
 GPO Box 390 Brisbane Q 4001
 Phone: 1300 366 311
 Fax: (07) 3046 5266
 Internet: www.rta.qld.gov.au

Refund of Rental Bond

*Residential Tenancies and Rooming Accommodation Act 2008
 (Section 125)*

Use this form for residential tenancy bond refunds (Please print)

Rental Bond Number

1 Address of rental premises

Postcode

2 Enter the Rental Bond Number here

3 Has a lessor's *Notice to Leave* (Form 12), tenant's *Notice of Intention to Leave* (Form 13) or an *Abandonment Termination Notice* (Form 15) been given?

No ► What was the date the tenant/s left? / / Yes ► What was the handover date? / /

DO NOT SEND THE FORM TO THE RTA UNTIL ON OR AFTER HANDOVER DATE

4	Tenant 1	Last name	First name/s	PAY tenant 1 \$
		Name of bank/building society/credit union		BSB No.
		Name of account holder		Account No.
		Tenant's forwarding address	Phone	Signature (Bond contributor only)
		Postcode	Date / /	

4	Tenant 2	Last name	First name/s	PAY tenant 2 \$
		Name of bank/building society/credit union		BSB No.
		Name of account holder		Account No.
		Tenant's forwarding address	Phone	Signature (Bond contributor only)
		Postcode	Date / /	

4	Tenant 3	Last name	First name/s	PAY tenant 3 \$
		Name of bank/building society/credit union		BSB No.
		Name of account holder		Account No.
		Tenant's forwarding address	Phone	Signature (Bond contributor only)
		Postcode	Date / /	

5	Lessor/agent		PAY lessor/agent \$
		Name of bank/building society/credit union	
		Name of account holder	
		Address	Phone
		Postcode	Date / /
Reason/s			

6 Total Bond Value → \$

AUSTRALIA POST USE ONLY

Name	Type of I.D.	I.D. verified	Bond recipient signature	Amount received
				\$
				\$
				\$



*205

Please submit original forms only - Faxes, photocopies and emailed forms are not accepted.

Return this copy to the RTA - Please keep a copy for your records. Do not sign a blank form.