



Refund of Rental Bond

Residential Tenancies Act 1994 (Sections 65, 69, 69A to 69G, 73, 75)

Getting your bond back

The rental bond is usually refunded at the end of the tenancy. A *Refund of Rental Bond* (Form 4) should be completed and forwarded to the Residential Tenancies Authority (RTA).

Here's what you do

If all parties agree on how the bond should be refunded, complete the Form 4 together, sign in the appropriate boxes and send it to the RTA. **The quickest and most secure way of receiving an agreed refund is via Direct Credit to your nominated account.**

Post your form directly to 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 that the amounts add up to the total bond if a full refund is intended.

Ensure that you provide the correct details for your Direct Credit payment:

- the best place to obtain your Bank/Building Society/Credit Union, BSB and Account Number is from your account statement
- your Bank and BSB numbers relate to the bank and branch where you originally opened your account
- your account number is NOT the number imprinted on your plastic account access/ATM card
- **do not use your credit/debit card number**
- if you are unsure of your nominated account and/or BSB numbers, please contact your Bank/Building Society/Credit Union

Post to: GPO Box 390
BRISBANE QLD 4001

Visit the RTA Counter
Mon-Fri 8:30am to 5:00pm

33 Herschel Street
BRISBANE QLD 4000

YOU SHOULD NEVER SIGN AN INCOMPLETE REFUND OF RENTAL BOND (FORM 4)

- Alterations must not be made by erasure or white out. If alterations need to be made, cross out with a pen and write the new words above. Each change must be verified by all parties' signatures.
- Typeface and printing should be clear, legible and in permanent ink.

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 post it to the RTA (keeping a copy of the form for your records). If the parties cannot agree about the refund, it cannot be paid out immediately by the RTA. 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 between the parties. A *Dispute Resolution Request* (Form 16) will be included, and the other parties will have 14 days from the date of the notice to advise the RTA what action they wish to take.

PLEASE NOTE: If a lessor's Notice to Leave or tenant's Notice of Intention to Leave has been given - do not send form until on or after handover date. If an Abandonment Termination Notice has been served at the premises the RTA cannot accept or process this form until the Abandonment Termination Notice has expired.

Possible actions include:

- agreeing to the refund as proposed, by signing and returning the Notice of Claim to the RTA; or
- accessing the RTA's Dispute Resolution Service for assistance to resolve the dispute, by submitting the Form 16 to the RTA; or
- negotiating directly with the other party/ies and submitting a new Form 4 to the RTA before the expiry of the Notice of Claim, (which has been agreed to and signed by all parties).

The RTA will send a Notice of Claim to the address shown on our records, which is often the address of the rental premises. When you leave the property, please let us know how we can reach you.

Here's what we do

Where all parties sign the Form 4, and there is no disagreement, the bond money can be paid out by the RTA immediately.

You have the choice of having your refund:

- credited directly to your nominated cheque or savings account at any Bank, Building Society or Credit Union
- mailed to you by cheque
- paid in cash at an approved Australia Post Office in Queensland. Please note, Australia Post Offices throughout Queensland **ARE NOT AUTHORISED** to accept forms requesting direct credit refunds.

Things you should know

It is an offence under section 312 of *the Residential Tenancies Act 1994* for a person to give false, misleading or incomplete information which the person knows is false, misleading or incomplete. Any party submitting a Form 4 to the RTA who knows the details on the form to be false, misleading or incomplete is committing an offence.

Under section 115 of the Act, it is an offence for a tenant to refuse to give the lessor/agent details of their forwarding address, without a reasonable excuse after being asked in writing by the lessor/agent. If the tenant wishes their details to be kept confidential, please contact the RTA.

The collection of information on this form is authorised by both the *Residential Tenancies Act (1994)* and *Information Standard No 42*, and may be used by the RTA for purposes authorised or permitted by the Act. Information will be treated confidentially and will only be released if it is authorised by law or if it is necessary for certain types of law enforcement. Non-identifying rental industry statistical information is regularly released to interested parties.



33 Herschel Street
 GPO Box 390 Brisbane Q 4001
 Phone: 1300 366 311
 Fax: (07) 3361 3666
 Internet: www.rta.qld.gov.au



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Please use block letters and enter only tenant/s who are bond contributors

Rental Bond Number

1 Address of Rental Premises

Postcode

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2 Enter the Rental Bond Number here

3 Has a Lessor's Notice to Leave or Tenant's Notice of Intention to Leave been given?

No

What was the date the Tenant/s left?

/	/	/
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Yes

What was the handover date?

/	/	/
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RTA Office Use Only

Claims Approval	R/D
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4 DO NOT SEND FORM UNTIL ON OR AFTER HANDOVER DATE

5 Tenant 1	Surname/ Family Name	Given Name/s	PAY	\$
Name of Bank/Building Society/Credit Union			BSB No.	
Account Name			Account No.	
Forwarding Address		Phone	Signature (Bond contributor only)	
Postcode		Date / /		
Tenant 2	Surname/ Family Name	Given Name/s	PAY	\$
Name of Bank/Building Society/Credit Union			BSB No.	
Account Name			Account No.	
Forwarding Address		Phone	Signature (Bond contributor only)	
Postcode		Date / /		
Tenant 3	Surname/ Family Name	Given Name/s	PAY	\$
Name of Bank/Building Society/Credit Union			BSB No.	
Account Name			Account No.	
Forwarding Address		Phone	Signature (Bond contributor only)	
Postcode		Date / /		
6 Lessor/Agent			PAY	\$
Name of Bank/Building Society/Credit Union			BSB No.	
Account Name			Account No.	
Address		Phone	Signature	
Postcode		Date / /		
Reason/s				

7 Department of Housing - Queensland	PAY	\$
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8 Total Bond Value	\$
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Name	Type of I.D.	I.D. Verified	Bond Recipient Signature	Amount Received
				\$
				\$
				\$

Return this copy to RTA but make a copy for your records