

Bond refunds

All registered Residential Bonds Online (RBO) users can submit a bond refund or claim online at the end of a residential tenancy. Bonds can also be refunded by completing a bond refund form.

The landlord/agent or the tenant can apply for a bond refund. An application is not required immediately after a tenancy ends. However, the bond refund application should be finalised soon after the property is vacant and a final inspection has been carried out.

Tenants need to ensure their landlord/agent or Consumer and Business Services (CBS) has recorded a forwarding address so they can stay informed about the bond refund.

Both parties agreeing to a bond refund:

When a landlord/agent applies to have a bond refunded to a tenant in full, only the landlord/agent's signature is required. If they are registered RBO users, only their online claim is required.

When a landlord/agent makes a claim against the tenant's bond and the tenant agrees with the amount, CBS requires both signatures on the bond refund form. The signatures must match those on the original bond lodgement form. If they are registered RBO users, the tenant can accept the claim online.

Bonds are refunded by consent when using the above methods. This is binding and cannot be reversed. Ensure that all possible claims have been accounted for before applying for a bond refund.

Both parties DO NOT agree to a bond refund, or the other party is unable to sign

When a bond refund is claimed with only the landlord/agent's signature, a 'notice of claim' is sent to the tenant. The notice informs them of the bond claim. It provides information about how to dispute a claim and includes a date by which they need to respond.

When a bond is claimed by the tenant without the consent of their landlord/agent, the landlord/agent is notified of the claim and given an opportunity to dispute it. If the claim is disputed the landlord/agent will be required to lodge an online application with the South Australian Civil and Administrative Tribunal (SACAT). If the claim is not disputed the bond will be paid to the tenant.

When a bond is claimed by the landlord/agent without the tenant's consent, the tenant is notified of the claim and given an opportunity to dispute it. **If the claim is disputed**, the landlord/agent will be required to lodge an online application with SACAT. **If there is no response by the tenant**, the landlord/agent will be required to provide CBS with evidence of their claim and if the claim is not substantiated it may be refused and the landlord/agent will need to make an application to SACAT. **If the tenant agrees to the claim**, the bond will be paid to the landlord.

Notes:

- Complete the EFT section on the security bond refund form or provide EFT information to Residential Bonds Online to have claimed bond refunds transferred directly into a bank account.
- **SACAT determines claims of the full bond refund plus compensation.** SACAT will request that you lodge an application and provide details and supporting documentation of your claims – www.sacat.sa.gov.au
- Always quote your bond number in any communication with Consumer and Business Services.
- Bonds cannot be partially refunded.
- Faxed, emailed or photocopied bond refund form are not accepted by CBS
- If you receive a notice of claim be sure to respond within the time frame allocated

For further information contact Consumer and Business services on 131 882, or visit www.sa.gov.au/tenancy/renters