



residential
tenancies
authority

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



Queensland
Government



Form 4

Refund of Rental Bond

Residential Tenancies and Rooming Accommodation Act 2008
(Section 125)

Getting your bond back for residential tenancies

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). The name/s and signature/s on this form should match those currently held on file by the RTA.

Here's what you do

If all parties agree on how the bond should be refunded, complete the *Refund of Rental Bond* (Form 4) together, sign in the appropriate signature boxes and post it or give it to the RTA for processing (keep 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.

The most convenient and secure way of receiving an agreed refund is via direct credit to your nominated account.

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

- the best place to find 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, or your credit card
- if you are unsure of your nominated account and/or BSB numbers, please contact your bank/building society/credit union before lodging this form.

Mail to: GPO Box 390
BRISBANE QLD 4001

Visit the RTA counter: 33 Herschel Street
BRISBANE QLD 4000
Mon-Fri 8:30am to 5:00pm

PLEASE SUBMIT ORIGINAL FORMS ONLY – FAXES, PHOTOCOPIES AND EMAILED FORMS WILL NOT BE ACCEPTED

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

- Changes must not be made by erasure or white out. If changes need to be made, cross out with a pen and write the new words and/or figures above (each change must be verified by all parties 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).

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 their records). If the parties cannot agree about the refund or not all signatories are able to sign, 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 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.

Possible actions include:

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

PLEASE NOTE: If a lessor's *Notice to Leave* (Form 12) or tenant's *Notice of Intention to Leave* (Form 13) has been given – **DO NOT SEND THE FORM TO THE RTA UNTIL ON OR AFTER HANDOVER DATE.** If an *Abandonment Termination Notice* (Form 15) has been served at the premises, do not send the form to the RTA until the *Abandonment Termination Notice* has expired.

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 the RTA does

Where all parties sign the Form 4 showing everyone agrees, 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, 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 at the post office with the *Refund of Rental Bond* (Form 4). Australia Post outlets throughout Queensland **CANNOT** accept forms requesting direct credit refunds.

Things you should know

It is an offence under section 514 of the *Residential Tenancies and Rooming Accommodation Act 2008* for a person to give false, misleading or incomplete information which the person knows is false or misleading. Any party submitting a Form 4 to the RTA who knows the details on the form to be false or misleading commits an offence.

Under section 205 of the Act, it is an offence for a tenant not 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 and Rooming Accommodation Act 2008* (the Act) and Queensland Government *Information Standard No 42 (Privacy)*, and may be used by the RTA for purposes authorised or permitted by the Act. Limited personal information may be disclosed to the Tribunal. Non-identifying rental industry statistical information is regularly released to interested parties. Unless authorised or required by law the RTA will not disclose your personal information to any other third party without your consent.



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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 Department of Communities (Housing and Homelessness Services) - outstanding bond loan if applicable PAY \$

5 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 / /

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 / /

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 / /

6 Lessor/agent PAY lessor/agent \$

Name of bank/building society/credit union BSB No.

Name of account holder Account No.

Address Phone Signature

Postcode Date / /

Reason/s

7 Total Bond Value \$

AUSTRALIA POST USE ONLY

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



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.