

Rental Bonds Online – an introduction

Rental Bonds Online helps tenants, agents and private landlords to lodge and refund bond money easily and securely.

The NSW Fair Trading service is a fast and convenient way for you to:

- lodge, view and refund residential rental bonds online without having to send cheques and paper forms
- receive email and SMS updates confirming what is happening to a rental bond
- view notifications and key tasks awaiting your action within Rental Bonds Online.

The basics

Rental Bonds Online is a fast process, enabling agents to create a new lodgement within minutes. Tenants can then create an account and pay their bond direct to NSW Fair Trading. Claims for refund are also submitted online, once this is done the other party can immediately log on to confirm, and the bond money is deposited overnight into the nominated bank accounts.

Using Rental Bonds Online is straightforward and all parties are kept up to date about what is happening with a bond by email and SMS. You can also view notifications and tasks requiring action. Users are supported with online help, fact sheets and a Rental Bonds Online team accessible via email and phone.

The service uses strong security measures to protect both parties' details and access to the service. This includes unique user ID's and passwords to log on, as well as security questions and responses that may be used to identify users over the phone. A user's identity is confirmed through security codes sent to the registered mobile phone number, replacing signatures on paper forms.



Lodging a bond online

An overview of the process for lodging a bond in Rental Bonds Online is shown below.

Agent

Starts the lodgement



- 1 Confirms the tenant is happy to use Rental Bonds Online and has internet access, mobile phone, email and a payment method (BPay, Visa or MasterCard)
- 2 Enters tenancy and bond details into Rental Bonds Online



Tenant

Creates a user account and pays bond direct to Fair Trading



Agent

Finalises the lodgement

- 1 Receives notification from Rental Bonds Online when the bond is paid
- 2 Arranges for the tenant to sign the tenancy agreement
- 3 Completes the final step within Rental Bonds Online



Submitting a claim for refund online

Existing law related to refunding a bond also applies with Rental Bonds Online. However, the process can now be completed online. Either an agent, tenant or landlord can start the claim.

The diagram below demonstrates the online process for a basic refund.

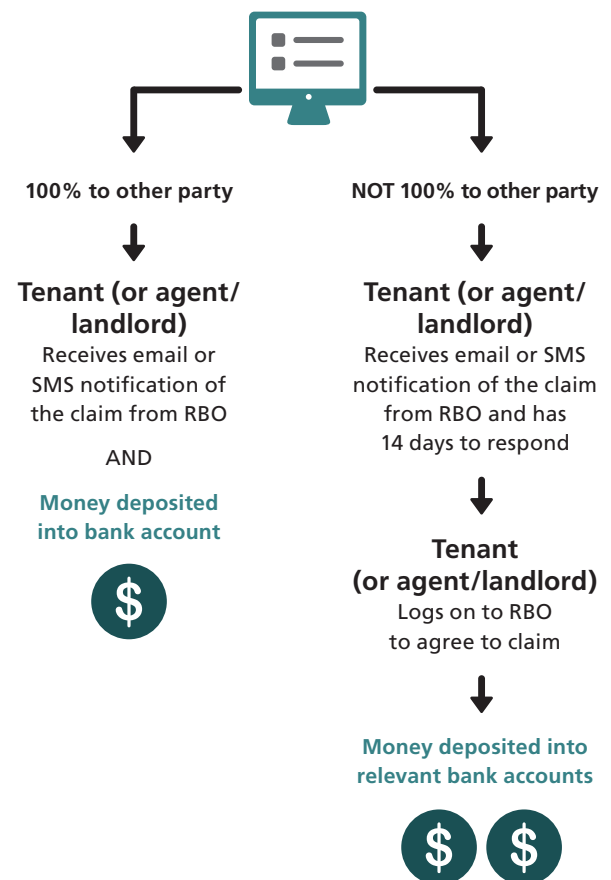
Tenant and Agent/Landlord

Discuss and reach agreement on how the bond is to be paid



Agent/landlord (or tenant)

Submits an online claim in Rental Bonds Online



More detailed information will be provided once you are registered with Rental Bonds Online or you can speak to the Rental Bonds Online team.

Other key information

I currently use the Rental Bond Internet Service (RBIS). How will Rental Bonds Online affect me?

Rental Bonds Online replaces the previous Rental Bond Internet Service (RBIS) system used by some agents. Transitioning to the new service is simple and the Rental Bonds Online team can help you to establish Rental Bonds Online within your office.

What happens for shared tenancies?

For shared tenancies, you will need to agree which tenant is going to be the principal tenant. This person will set up a Rental Bonds Online account, pay the bond money and distribute any refund to the other tenants.

The other tenants may view details and receive copies of notifications sent to the principal tenants, but they cannot log on to Rental Bonds Online or do any bond transactions.

Can I still lodge bonds using the existing paper form based method?

Yes. This may be required when your tenant does not meet the requirements for an online bond.

Will my existing bond portfolio be visible within Rental Bonds online?

Yes, and you will be able to carry out existing form-based processes for these bonds (this will be a familiar feature for previous RBIS users). You may choose to convert these bonds to 'online' after agreeing on this with your tenant.

Getting started

1. Your agency registers by submitting the Rental Bonds Online Agency Registration Form, available on the NSW Fair Trading website. On this form the licensee in charge will need to provide details of the person in your agency that will be the principal user.
2. NSW Fair Trading sends an email to the principal user requesting that they activate their log on. They will also be emailed an information kit which includes guidance on how to set up Rental Bonds Online.
3. The principal user configures Rental Bonds Online for your agency and creates log ons for staff within your agency.
4. Individual agency staff are now able to use Rental Bonds Online and can refer to the information kit, online help or the Rental Bonds Online team for assistance if required.

Need help?

Visit the Rental Bonds Online page at fairtrading.nsw.gov.au/rentalbondsonline

- watch a video about the new service
- download easy-to-read fact sheets and information for tenants
- refer to frequently asked questions.

Once your registration is complete you will receive a **Rental Bonds Online information kit** and gain access to **online help**.

If you need more information, email rbosupport@finance.nsw.gov.au or call **1800 990 724** to speak to the Rental Bonds Online team.

For general Fair Trading enquiries:

fairtrading.nsw.gov.au | **13 32 20**

TTY: **1300 723 404** (for hearing impaired)

Language assistance: **13 14 50** (ask for an interpreter in your language)

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