

Rental Bonds

A rental bond is a security deposit equivalent to four weeks rent paid at the start of your tenancy. The rental bond is paid to, and held by, the Residential Tenancies Authority (RTA). Churches of Christ Housing Services does not hold any bond monies.

If your rent increases during your tenancy, the bond required may increase as well, in order to equal four weeks of your new rent amount.

The bond is paid back to you when you vacate your property provided no money is owed to Churches of Christ Housing Services for rent, damages or other costs.

If you received a bond loan from the Department of Communities, Housing and Digital Economy (DCHDE), any amount owing on the bond loan when you vacate the property will be paid out to the DCHDE before any balance being paid to you.



Lodging or increasing your bond

Online Services

The RTA offers an online service for bond lodgements and part lodgements e.g. bond increases, via its website www.rta.qld.gov.au.

To access the online services to lodge or increase a bond, you will need the following:

- *Names and unique email addresses of all tenants contributing to the bond.* This means each tenant must have their own email address. The RTA online service does not accept shared email addresses.
- *QGOV login details.* A link is available on the RTA website for you to create a QGOV login if you do not have one. Be aware that you will require 100 points of identification.
- *The rental property address and details of the managing agent.* **Churches of Christ Housing Services** is your managing agent – **RTA ID 000019664**
- *Your credit/debit card for payment.* There is also a BPay option if you prefer.
- *Your bond number.* This is for bond increases or part lodgements only.

If you are a new tenant, and have lodged your bond via the RTA online services, you will need to bring along evidence of the payment to your lease signing appointment.

Manual Lodgements

If you do not have an email address or sufficient Australian issued identification (100 points) to create a QGOV account, you will need to make your bond payment by cheque or money order (ensuring it is made payable to the RTA and not Churches of Christ Housing Services) and sending it, along with the RTA Bond lodgement form, via post to:

Residential Tenancies Authority
GPO Box 390
Brisbane Q 4001

Alternatively, you may attend your closest Churches of Christ Housing Services office with the cheque or money order and we will post it, along with the completed bond lodgement form, to the RTA on your behalf.

If you are a new tenant, you can bring your cheque or money for bond to the lease signing appointment and complete the bond lodgement form with the housing officer who can then send it to the RTA on your behalf.

Bond Refunds

Online Services

The RTA also provides an online service for bond refunds in an effort to 'fast track' refunds to you and/or Churches of Christ Housing Services if there are outstanding amounts owed for rent, damages or other costs.

As with lodging your bond, access to the online services for refunds requires:

- *Names and unique email addresses of all tenants contributing to the bond.* This means each tenant must have their own email address. The RTA online service does not accept shared email addresses.
- *QGOV login details.* A link is available on the RTA website for you to create a QGOV login if you do not have one. Be aware that you will require 100 points of identification.

You will also need the following information:

- Your bond number
- The vacate or handover date
- Your bank account details.

Manual Refunds

If you do not have an email address or sufficient Australian issued identification (100 points) to create a QGOV account, you can still complete the paper-based Bond Refund form and send it to the postal address above.

The RTA will not accept photocopies, or where alterations have been made to the form e.g. correction fluid used.

Resources

Your housing officer is available to assist you, where possible, should you need assistance with using the RTA's online services or completing a paper-based bond form. The RTA can also be contacted directly on 1300 366 311 for further guidance.

The RTA website www.rta.qld.gov.au also has a number of 'Quick guides for tenants' to help you navigate its online services as well as a substantial 'Frequently Asked Questions' section.