

If You Don't Agree

Where 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. A Dispute Resolution Request (Form 16) will be included, and the other parties 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
- accessing the RTA's Dispute Resolution Service for assistance to resolve the dispute, by submitting the Dispute Resolution Request (Form 16) to the RTA; or
- negotiating directly with the other party/ies and submitting a new Refund of Rental Bond (Form 4), agreed to and signed by all parties; or
- doing nothing and the rental bond will be paid out to the party claiming it after the date noted.

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.

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.

You should never sign a blank Refund of Rental Bond (Form 4).

If you require further information, please visit our Internet site: www.rta.qld.gov.au or telephone the RTA on 1300 366 311.

Getting Your Refund at an Approved Australia Post Office Throughout Queensland

Approved Australia Post Offices throughout Queensland can only process agreed refund applications. The staff at the counter will check:

- that the tenant/s and lessor/agent have signed the form.
- the identification of the person applying for the refund of rental bond. Acceptable forms of identification include:
 - Valid driver's licence (photographic issue only);
 - Any plastic card issued by a financial institution which bears the owner's signature eg major credit cards, bank cards, automatic teller machine cards;
 - A current Australian passport;
 - An overseas passport stamped for entry into Australia;
 - Discharge document from the Armed Forces;
 - Letter of credit from a bank.

If the person at the Post Office is collecting a cash refund for someone else, a written authorisation must be faxed to the RTA with this form.



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



Refund of Rental Bond

Residential Tenancies Act 1994 (Sections 65,71, 73 and 75)

Please Use Block Letters and enter only Tenant/s who are Bond Contributors

Rental Bond Number

1 Address of Rental Premises

Postcode

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? / / Yes What was the handover date? / /

RTA Office Use Only

Claims Check	DEO
Cert Officer	N.O.C.

4 Date tenancy ends

/ /

5 Pay Tenant 1	Surname/ Family Name	Given Name/s	\$	RTA USE ONLY	
Forwarding Address		Phone ()	(Tenant who is a bond contributor) Signature		
Postcode		Date / /			
Payment to a nominated account? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Bank		Branch	BSB No.		
Account Name		Account No.			
Pay Tenant 2	Surname/ Family Name	Given Name/s	\$	RTA USE ONLY	
Forwarding Address		Phone ()	(Tenant who is a bond contributor) Signature		
Postcode		Date / /			
Payment to a nominated account? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Bank		Branch	BSB No.		
Account Name		Account No.			
Pay Tenant 3	Surname/ Family Name	Given Name/s	\$	RTA USE ONLY	
Forwarding Address		Phone ()	(Tenant who is a bond contributor) Signature		
Postcode		Date / /			
Payment to a nominated account? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Bank		Branch	BSB No.		
Account Name		Account No.			
6 Pay Lessor/Agent	INNOVA MANAGEMENT		\$	RTA USE ONLY	
Address PO BOX 9049		Phone (07) 55743400	Signature (Lessor/Agent)		
GCMC Postcode 9726		Date / /			
Reason					
Payment to a nominated account? Yes <input type="checkbox"/> No <input type="checkbox"/>					
Bank		Branch	BSB No.		
Account Name		Account No.			
7 Pay Queensland Department of Housing			\$		
8 Total Bond Value			\$		



Australia Post Office (Qld) Use Only

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