



Tenant instruction manual

**Consumer and
Business Services**

Residential Bonds Online



Government of South Australia
Attorney-General's Department

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*landlord includes landlord, agent and proprietor

* tenant includes tenant and resident

Email notification to the tenant

You will receive an email advising that your name has been added to Residential Bonds Online (RBO). The email gives you a link to RBO and tells you how to activate your access.

Register for access to RBO

1. <https://tenancies.applyonline.sa.gov.au/rbo/bond> – Save the RBO login page as a favourite for quick access to RBO.

The screenshot shows the Residential Bonds Online (RBO) login and registration page. The page is titled "Residential Bonds Online" and "Government of South Australia". It features a "Residential Bonds Online User" section with "Residential Bonds Online Login" and buttons for "Register", "Forgot Username", and "Forgot Password". Below this is a "Login" section with "Existing User Login" fields for "Username" and "Password", and a "Login" button. An arrow points from a text box "Login if you are already registered with RBO" to the "Login" button. Below the login section is a "Register a New Account" section with fields for "Username", "Password", and "Confirm Password", and a "Create" button. An arrow points from a text box "Register with RBO" to the "Create" button. At the bottom, there is a reCAPTCHA box with the words "racy" and "VoDeGust" and a "Create" button.

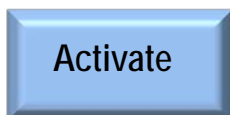
2. If you have already registered for RBO, use your existing account.
If you are a new RBO user, choose a username and password in the section titled 'Register a new account',
3. Type the words showing in the reCAPTCHA box to prove you are not a robot.
4. Click on **Create**.

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Activate my account

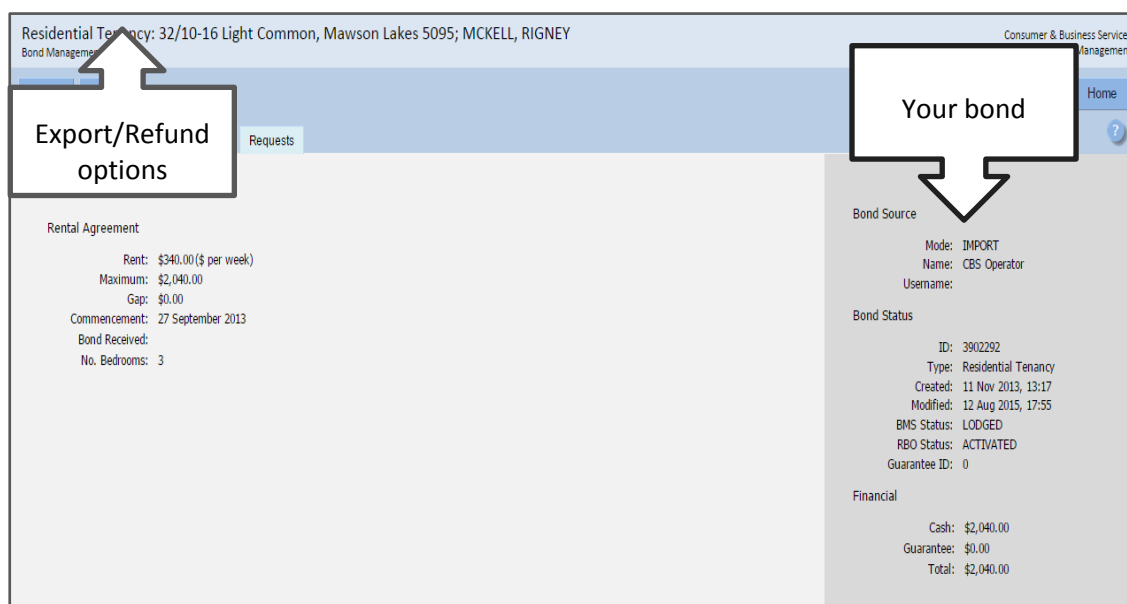
1. Click the Activate button.



You can now access the task menu by clicking your name on the top right of the screen. The menu options you can use are:

- **My account**
- **Log out**
- **About**

2. Once you activate your access, the screen will update with your bond details, and two options will load – Export and Refund.



Residential Tenancy: 32/10-16 Light Common, Mawson Lakes 5095; MCKELL, RIGNEY

Consumer & Business Services Management

Home

Export/Refund options

Requests

Rental Agreement

Rent: \$340.00 (\$ per week)
Maximum: \$2,040.00
Gap: \$0.00
Commencement: 27 September 2013
Bond Received:
No. Bedrooms: 3

Bond Source

Mode: IMPORT
Name: CBS Operator
Username:

Bond Status

ID: 3902292
Type: Residential Tenancy
Created: 11 Nov 2013, 13:17
Modified: 12 Aug 2015, 17:55
BMS Status: LODGED
RBO Status: ACTIVATED
Guarantee ID: 0

Financial

Cash: \$2,040.00
Guarantee: \$0.00
Total: \$2,040.00

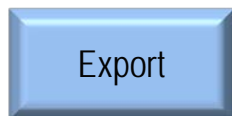
Your bond

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* tenant includes tenant and resident

Option 1 – printing your bond information from RBO

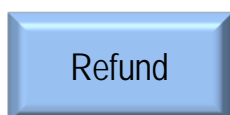
1. Click **export** on the top left side of the screen.



2. The print version of your bond information will load.

Option 2 – requesting a refund

1. Click **refund** on the top right of screen to initiate a refund request. The refund screen will load.

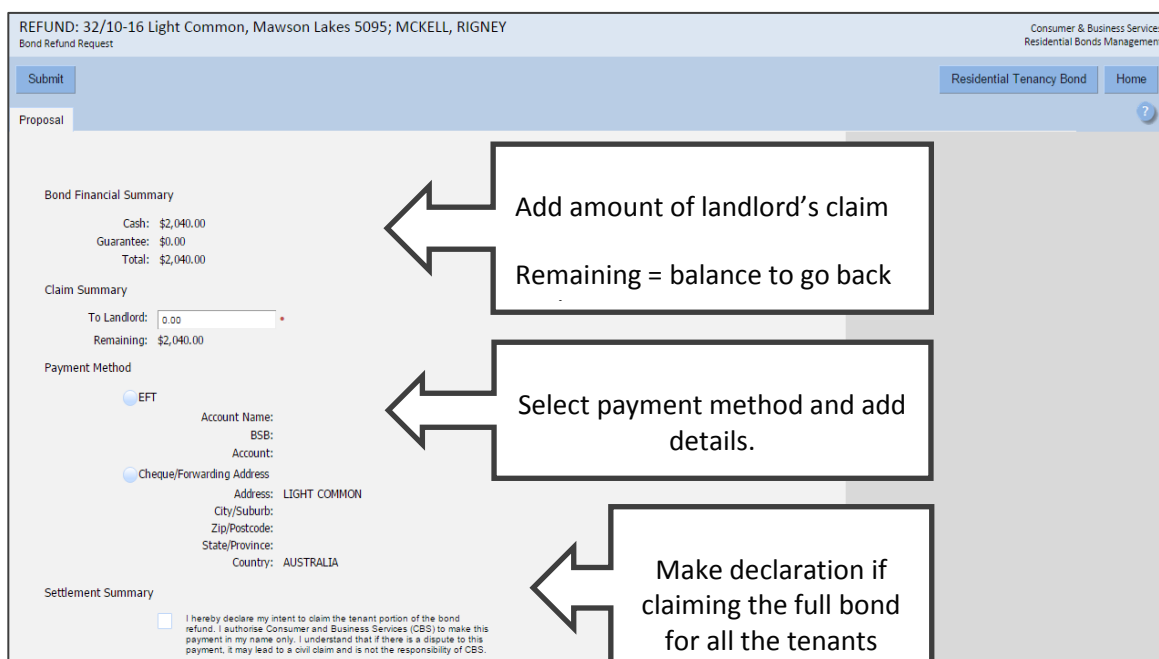


2. Add any amount claimed by the landlord.

3. Select your **payment method**:

- EFT can take 24 / 48 hours to appear in your account
- Cheques will take 5-7 working days to arrive, 3 days to clear

4. Click **Settlement Summary** declaration if you are claiming the full bond for all tenants.

A screenshot of a web form titled "REFUND: 32/10-16 Light Common, Mawson Lakes 5095; MCKELL, RIGNEY" and "Bond Refund Request". The form is divided into several sections: "Bond Financial Summary" showing Cash: \$2,040.00, Guarantee: \$0.00, and Total: \$2,040.00; "Claim Summary" with a "To Landlord:" field set to 0.00 and "Remaining:" set to \$2,040.00; "Payment Method" with radio buttons for "EFT" and "Cheque/Forwarding Address", and fields for "Account Name", "BSB", "Account", "Address", "City/Suburb", "Zip/Postcode", "State/Province", and "Country"; and "Settlement Summary" with a checkbox and a declaration text: "I hereby declare my intent to claim the tenant portion of the bond refund. I authorise Consumer and Business Services (CBS) to make this payment in my name only. I understand that if there is a dispute to this payment, it may lead to a civil claim and is not the responsibility of CBS." Three callout boxes with arrows point to specific parts of the form: the first points to the "Remaining:" field with the text "Add amount of landlord's claim Remaining = balance to go back"; the second points to the "Payment Method" section with the text "Select payment method and add details."; the third points to the "Settlement Summary" section with the text "Make declaration if claiming the full bond for all the tenants". The top right of the form has links for "Residential Tenancy Bond" and "Home".

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5. A confirmation window will pop up. Check details and click **ok**.

REFUND: 32/10-16 Light Common, Mawson Lakes 5095; MCKELL, R
Bond Refund Request

Consumer & Business Services
Residential Bonds Management

Submit Residential Tenancy Bond Home

Proposal

Bond Financial Summary

Cash: \$2,040.00
Guarantee: \$0.00
Total: \$2,040.00

Claim Summary

To Landlord: 0.00
Remaining: \$2,040.00

Payment Method

EFT
Account Name:
BSB:
Account:
 Cheque/Forwarding Address
Address: po box 985
City/Suburb: adelaide
Zip/Postcode: 5001
State/Province: SA
Country: Australia

Settlement Summary

I hereby declare my intent to claim the tenant portion of the bond refund. I authorise Consumer and Business Services (CBS) to make this payment in my name only. I understand that if there is a dispute to this payment, it may lead to a civil claim and is not the responsibility of CBS.

Check payment details

Confirmation Required

You are about to submit a refund request. This is an irreversible action.

Payment: The following details will be used to pay your claimed amount. Please check that the details below is correct.

Payment Method: Cheque
Address: po box 985
City/Suburb: adelaide
Zip/Postcode: 5001
State/Province: SA
Country: Australia

Click OK to proceed.

OK Cancel

6. If the landlord:

- a. accepts the request, you will receive a confirmation email.
- b. rejects your request, you will receive an email giving you more options – see image below.

Bond refund rejection email

A proposed refund on bond number '3876899' has been declined. Please click on the link to view the declined proposal and choose your response.

If you 'Withdraw' your refund claim you can try again with another refund proposal.

If you 'Escalate', you will be forwarding the dispute to the South Australian Civil and Administrative Tribunal for resolution.

<http://tom-official.qa.jts/rbo/bond/secure/amin.xhtml?cid=393733255235f356820e3262162656a32656>

Regards

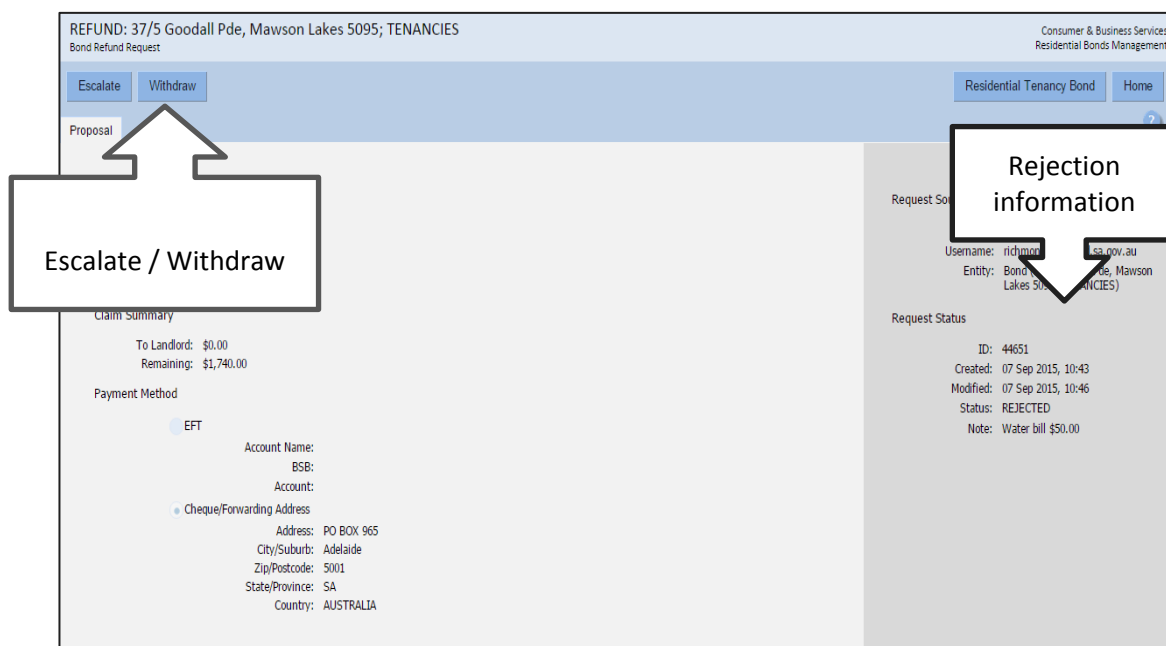
Residential Bonds Online
Consumer and Business Services

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Landlord rejects refund request

1. Click on the link in the email, the refund screen will load and provide two options – ‘Escalate’ or ‘Withdraw’.



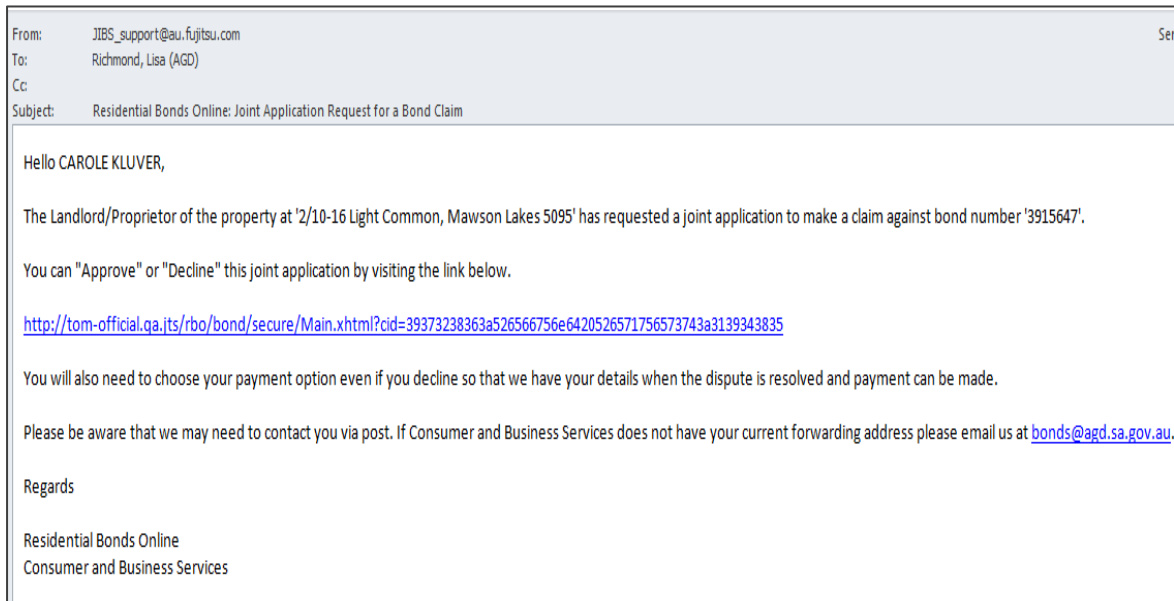
2. Select **Escalate** to refer the matter to the South Australian Civil and Administrative Tribunal (SACAT).
3. Select **Withdraw** to set up a new refund proposal to the landlord using the correct amounts.

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Landlord / Agent initiates a refund

1. You will receive an email from RBO advising that your landlord has made a bond claim or refund request.



2. Click on the link in the email to 'approve/decline' the request. The refund screen will load.

REFUND: 2/10-16 Light Common, Mawson Lakes 5095; KLUVER, KLUVER
Bond Refund Request

Approve Decline

Residential Tenancy Bond Home

Proposal

Request Source

Name: Lisa Richmond
Email: richmond.lisa@agd.sa.gov.au
City: South (Real-Estate Agency)

ID: 44406
Created: 25 Aug 2015, 17:01
Updated: 25 Aug 2015, 17:01
Status: PENDING

Claim Summary

By Landlord: \$20.00
Remaining: \$1,960.00

Payment Method

EFT

Account Name:
BSB:
Account:

Cheque/Forwarding Address

Address: LIGHT COMMON
City/Suburb:
Zip/Postcode:
State/Province:
Country: AUSTRALIA

Approve/Decline options

Add amount of landlord's claim
Remaining = balance to go back to the tenant

Select payment method and add details.

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3. Select your **payment method**:

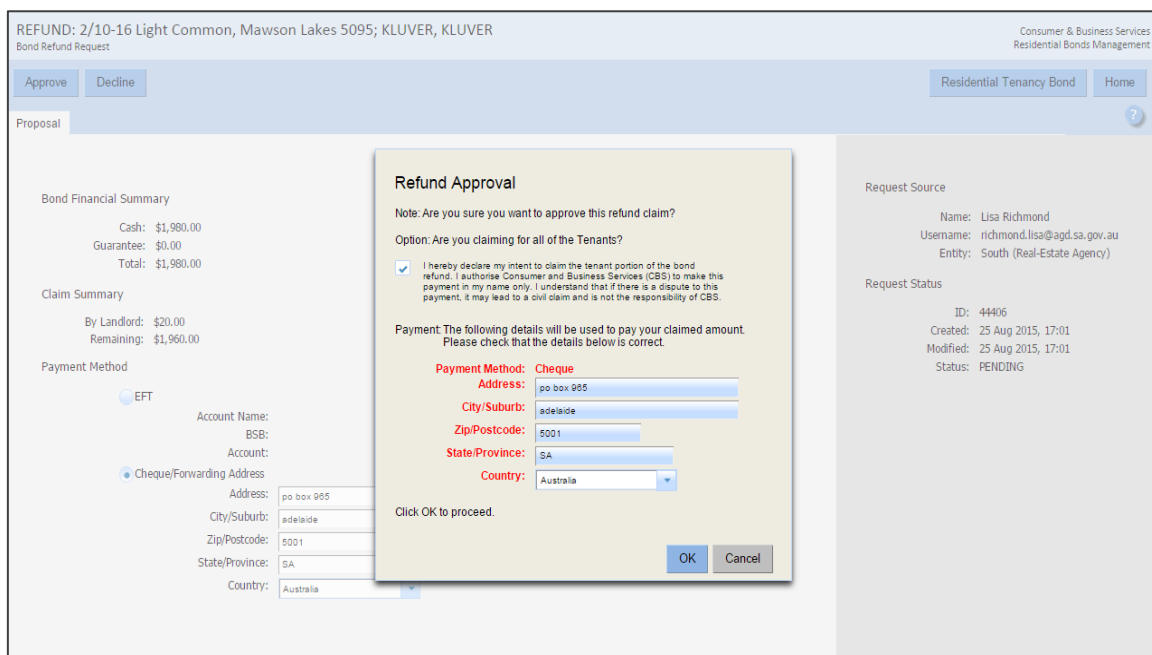
- EFT can take 24 / 48 hours to appear in your account
- Cheques will take 5-7 working days to arrive, 3 days to clear

4. Click **Settlement Summary** declaration if you are claiming the full bond for all tenants.

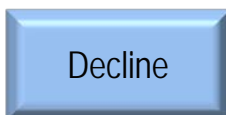
5. a) Click on **Approve** to accept the refund.



A confirmation window will pop up. Check details and click **ok**.

The screenshot shows a web application interface for a 'Bond Refund Request'. The main page has a header with 'REFUND: 2/10-16 Light Common, Mawson Lakes 5095; KLUVER, KLUVER' and 'Consumer & Business Services Residential Bonds Management'. There are 'Approve' and 'Decline' buttons at the top left, and 'Residential Tenancy Bond' and 'Home' buttons at the top right. The main content area is titled 'Proposal' and contains a 'Bond Financial Summary' (Cash: \$1,980.00, Guarantee: \$0.00, Total: \$1,980.00), a 'Claim Summary' (By Landlord: \$20.00, Remaining: \$1,960.00), and a 'Payment Method' section with radio buttons for 'EFT' and 'Cheque/Forwarding Address'. The 'Cheque/Forwarding Address' section is active, showing fields for Address, City/Suburb, Zip/Postcode, State/Province, and Country. A 'Refund Approval' dialog box is overlaid on the page, containing a note, a question 'Option: Are you claiming for all of the Tenants?' with a checked checkbox, a declaration, and payment details: Payment Method: Cheque, Address: po box 985, City/Suburb: adelaide, Zip/Postcode: 5001, State/Province: SA, Country: Australia. The dialog box also has 'OK' and 'Cancel' buttons.

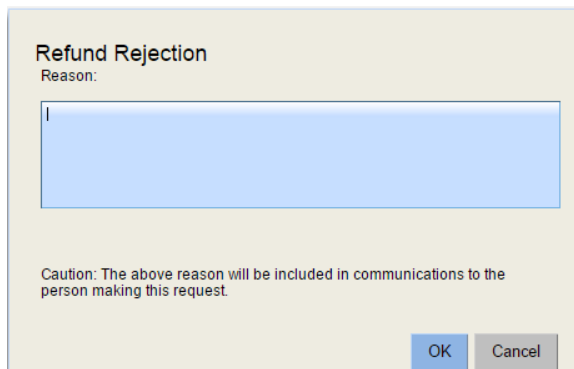
1. b) Click on 'Decline' to dispute the claim.



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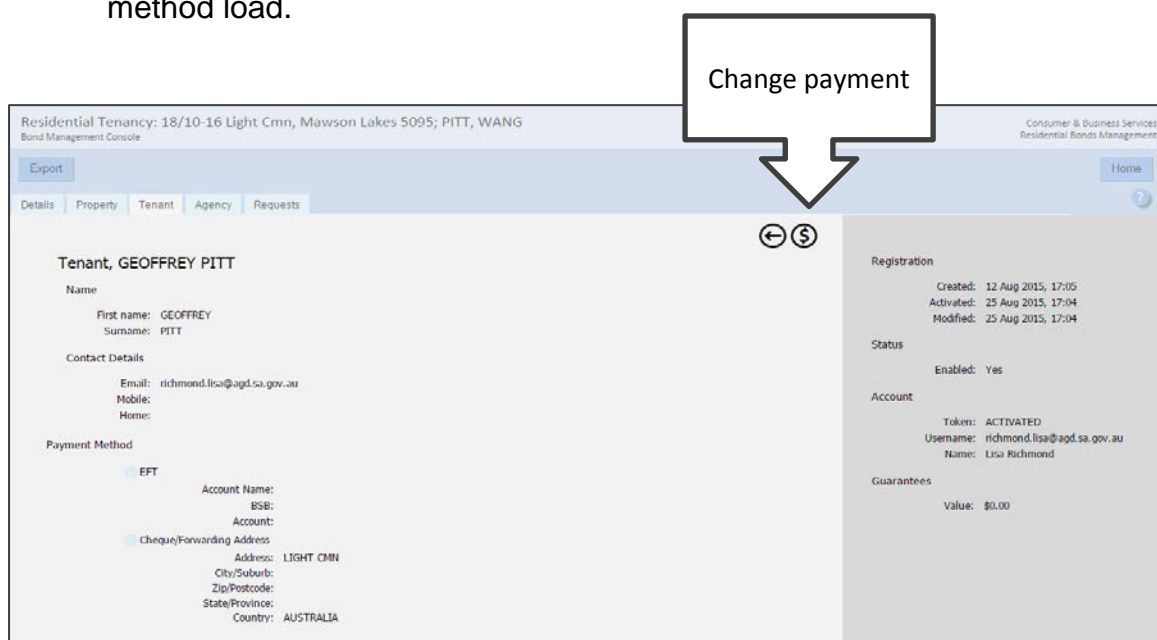
2. A window will pop up and you will need to provide a reason for not accepting the request. The landlord can then adjust the request or escalate to SACAT.



A dialog box titled "Refund Rejection" with a "Reason:" label and a large empty text input field. Below the input field is a "Caution: The above reason will be included in communications to the person making this request." message. At the bottom right are "OK" and "Cancel" buttons.

Updating payment details after the refund has been processed

1. Log in to RBO and click on your name. A new screen will load.
2. Click the **Tenant** tab on the top left side of the screen.
3. Click the **\$** on the right of the tenant screen. Options to change your payment method load.



The screenshot shows the "Residential Tenancy: 18/10-16 Light Cmn, Mawson Lakes 5095; PITT, WANG" screen. The "Tenant" tab is selected. A callout box labeled "Change payment" points to a currency icon (\$) next to a back arrow icon. The tenant details for "GEOFFREY PITT" are shown, including contact details and payment method options (EFT and Cheque/Forwarding Address). The right sidebar shows registration, status, account, and guarantee information.

4. Check **EFT** (electronic transfers) or **Cheque/forwarding address**, and update the information.

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5. Click orange 'save' icon.

The screenshot shows the 'Residential Tenancy: 18/10-16 Light Cmn, Mawson Lakes 5095; PITT, WANG' page in the Bond Management Console. The 'Tenant, GEOFFREY PITT' section is active. The 'SAVE' icon, represented by a house with a checkmark, is highlighted with a white callout box containing the word 'SAVE'. The page includes tabs for 'Details', 'Property', 'Tenant', 'Agency', and 'Requests'. The 'Payment Method' section shows 'Cheque/Forwarding Address' selected. The 'Registration' and 'Guarantees' sections are visible on the right.

6. A confirmation window will pop up. Check the payment details and click **OK**.

The screenshot shows the same page as above, but with a 'Confirmation' dialog box overlaid. The dialog box contains the following text: 'Please check the below details as bond refund payment will occur by clicking OK. To change the details please click Cancel.' The payment details listed are: 'Payment Method: Cheque', 'Address: po box 965', 'City/Suburb: adelaide', 'Zip/Postcode: 5001', 'State/Province: SA', and 'Country: AUSTRALIA'. At the bottom of the dialog box, there are 'OK' and 'Cancel' buttons. The background page is dimmed.

Refund payments

EFT payments take 24-48 hours to appear in your account.

Cheques take 7-10 working days to receive.

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*** tenant includes tenant and resident**

More information

Consumer and Business Services

sa.gov.au/residentialbonds

Phone 8204 8519