

4 Refund of rental bond (Form 4)

Residential Tenancies and Rooming Accommodation Act 2008
(Sections 125–141)



1 Address of the rental property (rooming accommodation: include room number)

	Postcode

Rental bond number

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2 Has the appropriate notice been given? (see instructions overleaf for details)

No ➤ Date tenants/residents vacated Yes ➤ Expiry date of the notice

3 Full name and refund details for the tenants/residents (allocate amount to be paid to each individual)

1. First name/s		Last name		\$ amount
Date of birth		Name of account holder		
Bank/building society/credit union				
BSB no.		Account no.		
Forwarding address				Postcode
Phone		Mobile		Signature Do not sign an incomplete form
Email			Date	

2. First name/s		Last name		\$ amount
Date of birth		Name of account holder		
Bank/building society/credit union				
BSB no.		Account no.		
Forwarding address				Postcode
Phone		Mobile		Signature Do not sign an incomplete form
Email			Date	

3. First name/s		Last name		\$ amount
Date of birth		Name of account holder		
Bank/building society/credit union				
BSB no.		Account no.		
Forwarding address				Postcode
Phone		Mobile		Signature Do not sign an incomplete form
Email			Date	

4 Refund details for the lessor, agent or manager/provider

Full name/trading name		\$ amount	
Name of account holder			
Bank/building society/credit union			
BSB no.		Account no.	
Postal address		Postcode	
Phone		Mobile	Signature Do not sign an incomplete form
Email		Date	

Details of claim/amounts	

5 Total bond amount held by the RTA

\$ amount

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the Residential Tenancies and Rooming Accommodation Act 2008 and may provide your information to QCAT and other bodies. For more information see RTA website.

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This form should be completed (preferably in black ink) and submitted at the end of a tenancy. Please provide your full name as shown on your identification. All relevant fields need to be completed or processing delays may result.

If you agree

The lessor/agent/manager/provider and all bond contributors should complete and sign the form to show they agree with the way the bond money is to be refunded.

The fastest way for bond money to be refunded is by direct deposit into your bank account. Provide your bank account details to have the funds credited to your nominated account/s.

Direct credit refunds will be deposited to the nominated bank account/s within 2 business days of processing the refund form.

In the absence of bank account details, the RTA will issue a cheque to your forwarding address. For agents, funds will be directed to the bank account nominated on your *Rental bond direct credit and email notification statement of agreement*.

Refunds cannot be issued at the RTA's client service counter.

If you cannot agree

Any person/s (registered on the bond) can complete and post (not fax or email) the original form to the Residential Tenancies Authority (RTA). The form must be signed by at least one person who is registered on the bond. This is called making a claim on the bond.

The RTA will then:

- release any undisputed amounts of the bond (if appropriate)
- hold any disputed amounts
- send a *Notice of claim* to any person/s (registered on the bond) who did not sign the form

A *Dispute resolution request* (Form 16) will be included with the *Notice of claim*, and those who have not signed the form will have 14 days from the date on the notice to advise the RTA what action they wish to take.

If agreement cannot be reached, the RTA's Dispute Resolution Services may be able to assist.

Appropriate notice

Appropriate notices are *Notice to leave* (Form 12), *Notice of intention to leave* (Form 13) or an *Abandonment termination notice* (Form 15) for which minimum notice periods apply. The RTA cannot accept non agreed refund forms prior to the expiry date of the above notices.

Forwarding address

Tenants must provide a forwarding address when requested in writing by the lessor/agent, who must then include those details on this form.

Bond loan

Where a bond loan is still outstanding, the loan balance will be deducted from the tenant's refund amount and paid directly to the Department of Housing and Public Works.

Alterations

To identify legitimate alterations to information on forms, particularly money values, parties **must sign any alterations in full rather than initialling them**. Signatures should be from each person whose amount has been reduced and for changes to bank details. Correction fluid must not be used.

Lodging your form (faxed, emailed or photocopied forms will not be accepted)

- **online** – where all parties agree on the refund, the form can be submitted via the RTA's website (rta.qld.gov.au). Conditions apply; refer to our website for more details.
- **post** to: RTA, GPO Box 390, Brisbane Q 4001
- **in person** to: Level 23, 179 Turbot St, Brisbane Q 4000. Mon-Fri 8:30am – 5pm

It is an offence under Queensland law to knowingly give false or misleading information.

Any person knowingly submitting false or misleading details on a Form 4 to the RTA is committing an offence.

Return signed original form (unless lodged online) to the RTA—keep a copy for your records.

