

Residential Bonds Online (RBO)

Frequently Asked Questions

How will RBO benefit me?

- No more standing in queues, waiting on the telephone or filling in paper forms. It will be quicker and easier to lodge, refund and manage bonds.
- A free, easy to use system available any time of the day, from anywhere in the world.
- Receive a bond refund quicker. Straight into your bank account, or by cheque (if you prefer).

How do I register?

- Agents/landlords/proprietors register at [RBO](#) and follow the prompts on the screen.
- Tenants/residents provide your email address to your agent/landlord/proprietor when you pay the bond, so you can receive an email asking you to register for RBO.

An email address must be provided for all transactions to be processed on RBO. If only one party provides an email address some things will take longer to process e.g. if there is no email address for a tenant/resident a bond refund request can be initiated online, but the bond cannot be refunded until Consumer and Business Services has notified the tenant/resident of the claim and given them an opportunity to respond.

Who can refund a bond online?

A refund can be initiated online by an agent/landlord/proprietor or a tenant/resident. Notification of the refund proposal will be sent to all parties to the bond with an email address.

Can I change my banking details?

Yes

- if you are an agent/landlord/proprietor click on your 'Banking' tab.
- If you are a tenant/resident click on the 'Tenant' tab.

Tenants/residents moving to another country:

- Keep an Australian bank account open so the bond refund can be paid into that account.
- An [International Money Transfer](#) will need to be lodged with Consumer and Business Services if the bond refund is paid to an overseas bank account. A fee may be charged by the bank and the bond refund may be delayed.

Can a Housing SA Guarantee be lodged online?

Yes, the system allows for the lodgement of a Housing SA Guarantee. (There is a unique tab that deals with this lodgement.)

Can a tenant's/resident's name be removed from a bond?

Only an agent, landlord or proprietor can remove a tenant's/resident's name from the bond after the tenant/resident has activated their access to be removed from the tenancy using RBO. Alternatively, a Change of tenant/resident form can be completed. Housing SA bond guarantees cannot be altered.

Can I have the bond refund paid into my bank account?

Yes

- Agents/landlords/proprietors can select EFT in their 'Banking' tab.
- Tenants/residents can enter their account details in the 'Tenant' tab.
- All bank details entered into RBO are secure and unable to be viewed by any other party.

Can a tenant add or update an email address to RBO?

Yes, by completing the online form to update or add your email address to RBO.

Can an agent/landlord provide a tenant's/resident's email address after the bond has been lodged?

Yes, search the bond number (first 7 digits) under the 'Bonds' tab and edit from there. If the system does not allow this you will need to notify Consumer and Business Services by completing the online form to [update or add your email address to RBO](#).

Extra information for agents/landlords/proprietors

It is compulsory for a registered agent to use RBO.

Can I import a bond that has been lodged offline or requested from another agency?

Click on the 'import' button and enter the bond number (first 7 digits), 'add' and 'submit'. A request will be sent to the previous agency or Consumer and Business Services to confirm or decline approval. You'll be notified by email of the outcome.

How long do I have to lodge a bond?

Landlords/proprietors must lodge bonds within two (2) weeks of receiving the payment and registered agents within four (4) weeks.

Do I need to include all the names of the tenants/residents on the lodgement?

All tenants/residents that have contributed to the bond amount need to be included.

How do I set up an ongoing arrangement to lodge bonds by direct debit?

Authorise to have bonds taken from your account by adding and submitting your bank account details when in the 'Banking' tab during the registration process.

How do I balance my trust accounting software with RBO?

Rest - Rockend <ul style="list-style-type: none">• Process Bond Payment Online in REST• Select Transactions• Bond Disbursement• Tick Bonds Paid• Process Payment Now• Select Manual Cheque• Enter 999999• Start Process• PRINT• Select OK• Do Not Require Second Print Out	Multi Array: <ul style="list-style-type: none">• Procedures• F11• Select Lodge Bonds• Next• Select Property (tick box)• Next• Issue Remittance• Print page
Important: When creating an ABA file or making other payments do not tick payments for bonds.	