

Bond refund

Residential Tenancies Act 1995

Post: GPO Box 965, ADELAIDE SA 5001
Phone: 131 882

Checklist

ALL sections to be completed. Missing information will delay the bond refund.

Please read the information on page 2 before completing this form.

Provide a copy of identification for signature verification.

Use BLOCK LETTERS and blue/black pen.

If there are more than 2 tenants/residents complete an additional form.

This form can be submitted by post or online at www.cbs.sa.gov.au/contact

Bond number:

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Date tenancy ended: / /

Do not sign a blank form.
Provide a copy of identification for signature verification.

Rental premises		
Address		Postcode
Tenant/resident 1		
First name(s)	Surname	Date of birth
Email address		Mobile/daytime phone
Postal address	Postcode	Amount to be paid to tenant/resident 1 \$
Name of account holder	Name of Australian financial institution	Signature tenant/resident 1
BSB no	*Account no	Date: / /
Tenant/resident 2 (if applicable)		
First name(s)	Surname	Date of birth
Email address		Mobile/daytime phone
Postal address	Postcode	Amount to be paid to tenant/resident 2 \$
Name of account holder	Name of Australian financial institution	Signature tenant/resident 2
BSB no	Account no	Date: / /
Amount to be paid to Housing SA		\$
Landlord/agent/proprietor		
First name(s)	Surname	Date of birth
Email address		Mobile/daytime phone
Postal address	Postcode	Amount to be paid to landlord/agent/proprietor \$
Name of account holder	Name of Australian financial institution	Signature landlord/agent/proprietor
BSB no	Account no	Date: / /
Total bond		\$

Add together all the \$ amounts listed and insert the total in the box to the right. This amount must equal the total amount of bond held by Consumer and Business Services.



COMPLETING THIS FORM

- **Do not sign a blank form.**
- The bank account details must match the parties to the bond. We cannot pay into a third party account.
- If the EFT details do not match, or are incomplete, the EFT will be rejected and a cheque will be sent to the forwarding address provided.
- The name and signatures you provide on this form must match those on the documentation currently held by this office. Tenants and landlords also need to provide a copy of signature bearing identification (ID) documents for verification. Preferred forms of ID include:
 - Current Australian Driver's Licence; or
 - Current Australian Passport.

If you are not an Australian citizen/resident or do not have any of the above please provide at least 2 forms of other ID.

By completing the EFT details you are:

- Authorising Consumer and Business Services (CBS) to make payment to that account.
- Guaranteeing that the information provided above is correct and agreeing to indemnify CBS against any loss or damage suffered if the details provided are incorrect.

Applying for a bond refund where all parties agree

All parties must complete, sign and lodge this form with CBS.

Applying for a bond refund where all parties do not agree

- If a bond is **claimed by the tenant/resident** without the consent of their landlord/agent/proprietor, the landlord/agent/ proprietor is notified of the claim and given an opportunity to dispute it. If the claim is disputed the landlord/ agent/proprietor will be required to lodge an online application with SACAT. If the claim is not disputed or no response is received the bond will be paid to the tenant.
- If a bond is **claimed by the landlord/agent/proprietor** without the tenant/resident's consent, the tenant/resident is notified and given an opportunity to dispute it. If the claim is disputed, the landlord/agent/proprietor will be required to lodge an online application with SACAT.

If there is no response by the tenant/resident, the landlord/agent/proprietor will be required to provide CBS with evidence of their claim and if the claim is not substantiated it will be refused and the landlord/agent/proprietor will then need to make an application to SACAT.

If the claim is not disputed the bond may be paid to the landlord/agent/proprietor as requested.

Housing SA Guarantee

If this bond was provided by Housing SA, please be aware that any amount of bond not returned to Housing SA may result in the tenant/resident incurring a debt through Housing SA. Please contact Housing SA on 131 229 to discuss payment options.

IMPORTANT

1. Preferred payment is made by electronic funds transfer.
2. Any alterations on this form must be **signed in full** by all parties.
3. Always quote your bond number in any communication with CBS.
4. Where there are multiple tenants to a bond, please ensure that each tenant completes their section of the form including the \$ amount to be paid to them. Tenants/residents may request unequal amounts be paid to each tenant provided all agree and sign the form.
5. Bonds **cannot** be partially refunded.
6. Tenants/residents moving to another country should keep their Australian bank account open so their bond refund can be paid into that account. Tenants/residents who need their bond refund paid into an overseas bank account will need to lodge an International Money Transfer form with CBS. The overseas bank may charge a fee.

DECLARATION

Section to be completed ONLY if 1 tenant/resident is claiming the FULL tenant/resident portion of the bond refund in a multiple resident occupancy and the other tenant(s)/resident(s) are unable to sign the Bond Refund form.

WARNING: Before completing this declaration you must make reasonable efforts to get the other tenant(s)/resident(s) to sign the bond refund form. If tenants/residents are in dispute about how their portion of the bond should be paid DO NOT complete this declaration.

Bond details	
Bond number:	Rented premises address:

I request that Consumer and Business Services pays to me the full tenant/resident portion of the bond. I declare that I have been unable to obtain the written consent of each of the tenants/residents on whose behalf I will be receiving payment for the following reason/s:

I declare that I am entitled to this bond and acknowledge that I may be committing a criminal offence if this declaration is false. I understand that if there is subsequently a dispute to this payment, it may lead to a civil claim against me by the tenants/residents on whose behalf I am receiving payment.

Name: _____

Signature: _____

Date: _____ / _____ / _____