



DEPARTMENT OF **FAIR TRADING**

NSW Consumer Protection Agency

RENTING SERVICES

Level 4, 234 Sussex St. Sydney

TELEPHONE:	Rental Bond Information: (02) 9377 9000 / 1800 422 021
	Aboriginal Tenancy Service: (02) 9377 9200 / 1800 500 330
	TTY: (02) 9377 9099
FACSIMILE:	(02) 9283 1490 / 1800 803 655 www.fairtrading.nsw.gov.au

1 Rental Bond Number

You must write your Rental Bond Number on the front of this form.

2 How to claim

After the tenancy has terminated you can claim for a refund:

- by fax (only fax the form once and retain the original so that it can be produced if required)
- by mail
- in person to Renting Services at level 4, 234 Sussex St. Sydney.
- through the Internet by property managers connected to the Rental Bond Internet Service (RBIS).

Landlords or managing agents should show the total amount of loss incurred, even if this is in excess of the amount lodged.

Bonds held by Renting Services have been attracting interest since 1 January 1990. Interest will be included in the refund.

3 Disputes

Where agreement cannot be reached or where the tenant or landlord cannot be located, claims can be made solely by the tenant or landlord/managing agent. Renting Services will send a "Notice of Claim" to the other party. If Renting Services is not notified within 14 days of the issue of the Notice that the recipient has applied for a Consumer, Trader and Tenancy Tribunal hearing, the bond will be refunded as directed by the first claim form processed.

4 Refund methods

Our office does not issue individual payments to co-tenants. Refunds are made by:

(a) Direct Deposit

- Your refund will be in your account 2 working days after receipt if you give us the correct details for your bank, credit union or building society account (including the BSB and Account number).
- **Direct deposits cannot be made to credit card accounts or to card numbers.**
- All tenants should sign the claim form if the refund is to be paid into an account that is not in all the tenants names.
- Please also provide a forwarding address. If we are unable to process the direct deposit we can then post a cheque to that address.

(b) Cheque through the post

Refund cheques will be posted to the payee's address as shown on the front of this form.

(c) In person at the Sydney counter, Level 4, 234 Sussex St.

Claims signed by all parties are refunded by cheque.

5 Disclosure of Information

Information provided on this form may be disclosed to lawfully authorised government agencies upon demand.

**IT IS AN OFFENCE TO MAKE A FALSE OR MISLEADING STATEMENT
WHEN MAKING A CLAIM FOR REFUND OF BOND MONEY.**