



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

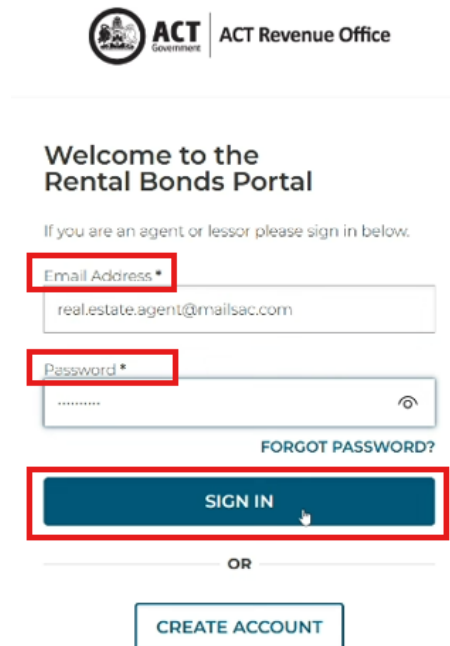
Agent user guide for how to
request a bond refund

ACT Revenue Office
August 2026

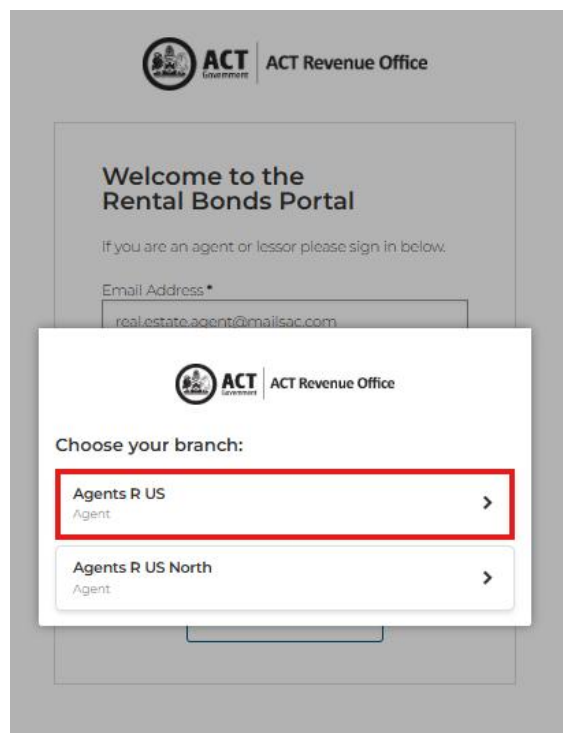
Request a bond refund

Agents can use this process to request a bond refund.

1. Sign into the **Rental Bonds Portal** using your registered email address and password, then click 'Sign In'.



2. The agencies or branches that you are registered with will appear in the selection box, along with your **role type** (Agent or Agent Administrator). Click the agency you want to access.





3. The **Manage Bonds** screen will open, displaying the bonds for the selected agency account.

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds

Lodge Bond

Pending Payments

Manage Users

Reports

Lessor Portal

Tenant Portal

Sign Out

Manage Bonds

Bond No.	Tenant	Premises	Agency	
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE
REFUNDED	UNCLAIMED			

☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
	1038211	Albert Einstein Cathy Pacheco Marie Curie James Maxwell	1/71 DEXTER STREET, COOK ACT 2614	\$ 400.00	02-06-2026	In Dispute
	1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	26-05-2026	Raised - Payment Pending
	1037575	Hakuna Matata	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded
	1037573	Super Mann Super Mann Super Mann Super Mann	111 LONDON CIRCUIT, CITY ACT 2601	\$ 1,000.00	15-05-2026	Refunded

4. Open the required bond in **'Lodged'** status from the Manage Bonds home screen by clicking on the **bond number**.

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Manage Bonds

Bond No.	Tenant	Premises	Agency	
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE
REFUNDED	UNCLAIMED			

☐	BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
	1037804	Tony Stark	19 ANCHORAGE STREET, HARRISON ACT 2914	\$ 300.00	25-06-2026	Lodged

5. The bond summary page will display. Click on **'Options'** in the top menu bar.

Bond 1037804

19 ANCHORAGE STREET, HARRISON ACT 2914

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SUMMARY

HISTORY

OPTIONS

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 25-06-2026

Bond Amount Paid: \$ 300.00

Bond Type: Residential

Tenancy Commencement Date: 26-05-2026

Whole Bond Amount: \$ 300.00

Weekly Rental Amount: \$ 200.00

Created Date: 26-05-2026

AVO: No

ACT Housing: No

S33 Issued: No

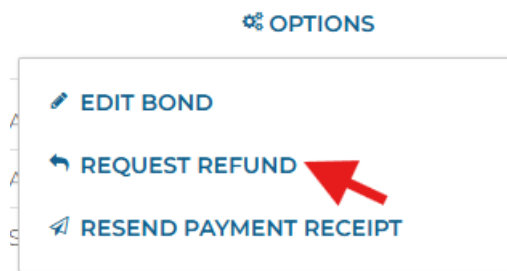


6. Click on **'Request Refund'**.

!! Note:

If a tenant email address is listed as rb@act.gov.au you will not be able to submit the refund request until this has been updated with the tenant's current email address.

If the tenant email address needs to be updated, select **Edit Bond**, and follow the instructions in the [Agent user guide on how to update tenant contact details](#).



7. The Request Refund form will appear. Ensure that refund disbursements are correctly allocated, then click **'Next'**.

Request Refund - #1037804

19 ANCHORAGE STREET, HARRISON ACT 2914

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Disbursements	Details	Summary
Total Bond Amount		\$ 300.00
Total Amount Allocated to Lessor / Agent		\$ 0.00
Total Amount Allocated to Tenants		\$ 300.00

CANCEL

NEXT



8. Enter the **'Tenancy End Date'** and the tenant's **bank account details** for the refund. Use the **toggle switch** to omit bank details if you do not have the tenant's bank information. Then click **'Next'**.

Note: where a portion of the bond refund is to be allocated to the agency, the agency's registered bank account details will be automatically prefilled. If required, Agency Admin users can update these details through the Agency Profile prior to the request being submitted.

!! Note:

If a tenant email address is listed as rb@act.gov.au the refund request will not be able to be submitted until this has been updated with the tenant's current email address. An alert message, as shown below, will appear if the email address needs to be updated.

For instructions on how to update the tenant email address, see the [Agent user guide on how to update tenant contact details](#).

9. The summary page will display. Review all details and ensure they are correct.

Request Refund - #1037804

19 ANCHORAGE STREET, HARRISON ACT 2914

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10. Once all information has been checked, tick the box 'I confirm that these details are correct at the time of submission', then click 'Submit'.

☒

I confirm that these details are correct at the time of submission

BACK

SUBMIT



11. Following submission, the successful submission message will display. The bond will now be in 'Refund Pending' status.

Refund Request Submitted

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Your refund request has been submitted and is now pending approval.
The status of bond **# 1037804** has been updated to **Refund Pending**.

If the managing agent is requesting a refund where the tenant is receiving less than 100% of the bond, a Bond Refund Notice email will be sent to the tenant/s for approval. The tenant/s have 14 days to respond to the notice in writing, at which time the refund will be actioned and completed by the Rental Bonds Team.

Disclaimer

All identity information used in this document depicts fictitious operations with sample data used to develop sample processes for the Rental Bonds Portal. Any resemblance to actual names, addresses, contact numbers, rental values or bond amounts is coincidental.