



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Lessor user guide for how to
request a bond refund

ACT Revenue Office
August 2026



Request a bond refund

Lessors 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'.

 **ACT** Government | ACT Revenue Office

Welcome to the Rental Bonds Portal

If you are an agent or lessor please sign in below.

Email Address *

Password *

[FORGOT PASSWORD?](#)

SIGN IN

OR

CREATE ACCOUNT

2. The **Manage Bonds** screen will open, displaying the bonds you manage.

 **ACT** Government | ACT Revenue Office

Lessor User ▼

Manage Bonds

Lodge Bond

Pending Payments

Agent 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
1038681	Tony Stark	220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	25-06-2026	Lodged
1038662	AUTOAmeliawh White AUTOShirleyfxhq Brownrcqy	896 /1 ABDULLAH STREET, BONNER ACT 2914	\$ 300.00	25-06-2026	Refund Pending 
1038661	AUTOAmeliayp White AUTOShirleyyyzqp Brownzuvr	625 /1 ABDULLAH STREET, BONNER ACT 2914	\$ 300.00	25-06-2026	Lodged



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

Manage Bonds

Lodge Bond

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Sign Out

Manage Bonds

Bond No. Tenant Premises Agency SEARCH

ALL RAISED LODGED REFUND PENDING IN DISPUTE REFUNDED UNCLAIMED

BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS
1038681	Tony Stark	220 LONDON CIRCUIT, CITY ACT 2601	\$ 500.00	25-06-2026	Lodged

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

Bond 1038681

220 LONDON CIRCUIT, CITY ACT 2601

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SUMMARY HISTORY OPTIONS

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 25-06-2026

Bond Amount Paid: \$ 500.00

Bond Type: Residential

Tenancy Commencement Date: 25-06-2026

Whole Bond Amount: \$ 500.00

Weekly Rental Amount: \$ 500.00

Created Date: 25-06-2026

AVO: No

ACT Housing: No

S33 Issued: No

- 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 [Lessor user guide on how to update tenant contact details](#).

OPTIONS

EDIT BOND

REQUEST REFUND

RESEND PAYMENT RECEIPT



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

Request Refund - #1038681

220 LONDON CIRCUIT, CITY ACT 2601

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Disbursements**Details****Summary**

Total Bond Amount		\$ 500.00
Total Amount Allocated to Lessor / Agent		\$ 0.00
Total Amount Allocated to Tenants		\$ 500.00

CANCEL

NEXT

- Enter the **'Tenancy End Date'** and the tenant's **bank account details** for the refund. Then click **'Next'**.

Note: where a portion of the bond refund is to be allocated to the lessor, the lessor's registered bank account details will be automatically prefilled. If required, the lessor can update these details through editing their profile details prior to the request being submitted.

Request Refund - #1038681

220 LONDON CIRCUIT, CITY ACT 2601

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Disbursements**Details****Summary**

Totals

Total Bond Amount	\$ 500.00
Lessor/Agent Amount	\$ 0.00
Tenant Allocation Amount	\$ 500.00
Amount Remaining	\$ 0.00

Tenancy End Date *
DD-MM-YYYY

Tenant 1

Tony Stark

Amount *
\$ 500.00

Account Holder Name *

BSB Number *
Account Number *

Email Address *
tony.shark@mailsac.com

Contact Phone *
04 0000 0000

BACK

NEXT



!! 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 [Lessor user guide on how to update tenant contact details](#).

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

Request Refund - #1038681

220 LONDON CIRCUIT, CITY ACT 2601

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Disbursements

Details

Summary

Refund Requested By

Lessor

Totals

Total Bond Amount
Total Amount Allocated to Lessor / Agent:
Total Amount Allocated to Tenants:

\$ 500.00
\$ 0.00
\$ 500.00

Lessor Details

Lessor Name:
Amount Allocated:
BSB:
Account Number:

Lessor User
\$ 0.00
111-111
111111



9. 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](#)

10. 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 # **1038681** has been updated to **Refund Pending**.

If a lessor 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.