



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Agent user guide on how to
update tenant contact details

ACT Revenue Office
May 2026



Update tenant contact details

Agents can update tenant details at different stages of the bond lodgement process, as shown in the table below.

Details	Bond Status		
	Raised	Raised Payment Pending	Lodged
Tenant names	✓	✓	✗
Tenant phone number	✓	✓	✓
Tenant email address	✓	✓	✓

Updating tenant contact details

When the bond is in a lodged status, agents can use this process to update tenant contact details.

Note: This process can also be used by Agent Administrators.

1. Sign into the **Rental Bonds Portal**
2. From the **Manage Bonds** screen, click the bond you want to edit.

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	
1037058	Super Man	3 / 14 BROMBY STREET, ISAACS ACT 2607	\$ 1680.00	08-04-2026	Raised	
1036556	Tom Tenant	10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902	\$ 1760.00	07-01-2026	Lodged	
1036530	Toby Thomas	7 / 23 VANZETTI CRESCENT, KAMBAH ACT 2902	\$ 600.00	07-01-2026	Refund Pending	

10 rows per page

3. Click **Options**.

Bond 1036556
10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902

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SUMMARY HISTORY **OPTIONS**

Bond and Tenancy Details

Status:	Lodged	AVO:	No
Lodgement Date:	07-01-2026	ACT Housing:	No
Bond Amount Paid:	\$ 1760.00	SS3 Issued:	No

Bond Type: Residential
 Tenancy Commencement Date: 07-01-2026
 Whole Bond Amount: \$ 1760.00
 Weekly Rental Amount: \$ 440.00
 Created Date: 07-01-2026

Rented Premises Details

Premises Address: 10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902

SSBU:	KAMBAH, 332, 2
Dwelling Type:	Flat/Unit
Number of Bedrooms:	2

Tenant Details

Tom Tenant
 Not Registered
 ACT DIGITAL ACCOUNT DETAILS
 1458@bgh.com
 06 2242 3819



4. Click **Edit Bond** from the drop-down menu.

The screenshot shows the 'Bond 1036556' page in the ACT Revenue Office portal. The page title is 'Bond 1036556' with the address '10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902'. The page is divided into sections: 'Bond and Tenancy Details', 'Rented Premises Details', and 'Tenant Details'. The 'OPTIONS' menu is open, showing three options: 'EDIT BOND' (highlighted with a red box), 'REQUEST REFUND', and 'RESEND PAYMENT RECEIPT'. The 'EDIT BOND' option is the target for step 4.

5. Click **Next**.

The screenshot shows the 'Edit Bond #1036556' form in the ACT Revenue Office portal. The form is divided into three tabs: 'Premises', 'Parties', and 'Summary'. The 'Premises' tab is active. The form contains fields for 'Rented Premises Details' (Unit, Address, Block Key, Section, Block, Dwelling Type, No. of Bedrooms, Type) and 'Bond and Tenancy Details' (Weekly Rent Amount, Whole Bond Amount, Tenancy Commencement Date). The 'NEXT' button is highlighted with a red box, indicating the next step in the process.

Note: Rented Premises Details and Bond and Tenancy Details cannot be updated when a bond is in a lodged status.



6. Edit the ACT Digital email and ACT Digital ID Phone number as required

Note: A green tick will appear next to the updated fields.

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Edit Bond #1036556 ← BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

ACT Digital ID Email * ✔ ACT Digital ID Phone *

7. Click Next

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Edit Bond #1036556 ← BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

ACT Digital ID Email * ✔ ACT Digital ID Phone *

8. A summary of the bond with the changes will display. Check the declaration box to confirm the details are correct and click Save details.

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Premises Parties Summary

Bond Lodgement Summary

Rented Premises Details

Rented Premises Address	6/7 HUTCHINSON CRESCENT, MARLBOROUGH ACT 2902
Section	380
Block	2
Dwelling Type	1 bed unit
Consolidator Type	Residential
Number of Bedrooms	2

Bond and Tenancy Details

Weekly Rent Amount	\$ 445.00
Whole Bond Amount	\$ 1782.00
Bond Amount Paid	\$ 1782.00
Tenancy Commencement Date	01/01/2026

Tenant Details

Tenant 1 Full Name	Tom Tenant
ACT Digital ID Email	t458@bgh.com
ACT Digital ID Phone	06 2242 3819

Managing Agency Details

Agency	Agents R US North
Agency Licence Number	90000999
Email	zack.lifton@agentsr.usnorth.com
Contact Phone	02 6287 0050

Principal Lessor Details

Full Name	Sarahanna Bachhouse
Email Address	sp_bachhouse@gmail.com
Contact Phone	04 084 9138
Postal Address	19/2 NICKS CL, CALWELL ACT 2905

I confirm that these details are correct

Note: Use the **Back** button if you need to update any of the details entered prior to confirming.



9. The **Bond** summary screen will display with the updated information.

Bond 1036556
10/1 HUTCHISON CRESCENT, KAMBAH ACT 2902

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SUMMARY HISTORY OPTIONS

Bond and Tenancy Details

Status:	Lodged	AVG:	No
Lodgement Date:	07-01-2026	ACT Housing:	No
Bond Amount Paid:	\$ 1760.00	SSS Issued:	No

Bond Type: Residential
Tenancy Commencement Date: 07-01-2026
Whole Bond Amount: \$ 1760.00
Weekly Rental Amount: \$ 440.00
Created Date: 07-01-2026

Rented Premises Details

Premises Address: 10/1 HUTCHISON CRESCENT, KAMBAH ACT 2902

SSSB: KAMBAH 332.2
Dwelling Type: Flat/Unit
Number of Bedrooms: 2

Tenant Details

Form Tenant
Not Registered
ACT DIGITAL ACCOUNT DETAILS
ix3@dogh.com
06 2242 3819

Managing Agency Details

Agents R US North
WINNY HOUSE, 05 GUNGAHLIN PL, GUNGAHLIN ACT 2902
282.1 from@agentsrusnorth.com
02 6007 0202

Principal Lessor Details

Samantha Backhouse
18 ZINCKE CL CALWELL ACT 2905
sjk_24288@hotmail.com
04 0163 9438
Registered

Payment Details

Bond Amount Paid:	\$ 1760.00
Number of Payments:	1
Payment Reference:	953 240 410

Amount: \$ 1760.00
Date: 07-01-2026
Status: Reconciled

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.