



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Lessor user guide for how to
request a bond refund

ACT Revenue Office
July 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'.



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**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.



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Lessor User ▾

Manage Bonds

Lodge Bond

Pending Payments

Agent Portal

Tenant Portal

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
	1038662	AUTOAmeliawh White AUTOShirleyfxhq Brownrcqy	896 / 1 ABDULLAH STREET, BONNER ACT 2914	\$ 300.00	25-06-2026	Refund Pending
	1038661	AUTOAmeliayp White AUTOShirleyyzqp Brownzuwr	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

ACT Revenue Office Lessor User

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	AVO:	No
Lodgement Date:	25-06-2026	ACT Housing:	No
Bond Amount Paid:	\$ 500.00	S33 Issued:	No
Bond Type:	Residential		
Tenancy Commencement Date:	25-06-2026		
Whole Bond Amount:	\$ 500.00		
Weekly Rental Amount:	\$ 500.00		
Created Date:	25-06-2026		

- Click on **'Request Refund'**.

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

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NEXT



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

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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.