



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Lessor user guide on how to
update tenant contact details

ACT Revenue Office
May 2026



Updating Tenant Information

Lessors 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, lessors can use this process to update tenant contact details.

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

The screenshot shows the 'Manage Bonds' interface in the ACT Revenue Office portal. The page has a purple header with the ACT logo and 'ACT Revenue Office' text, and a 'Lessor User' dropdown. A left-hand navigation menu includes 'Manage Bonds', 'Lodge Bond', 'Pending Payments', 'Agent Portal', 'Tenant Portal', and 'Sign Out'. The main content area is titled 'Manage Bonds' and features a table with columns for Bond No., Tenant, Premises, Agency, and a search icon. Below the table, there are filters for ALL, RAISED, LODGED, REFUND PENDING, IN DISPUTE, REFUNDED, and UNCLAIMED. The table lists several bonds, with bond number 1032001 highlighted by a red box. At the bottom of the table, there is a pagination control showing '1 2 3 4 >>' and a dropdown menu set to '10 rows per page'.

Bond No.	Tenant	Premises	Agency	SEARCH		
ALL	RAISED	LODGED	REFUND PENDING	IN DISPUTE	REFUNDED	UNCLAIMED
BOND NO.	TENANT/S	PREMISES	AMOUNT	LODGE DATE	STATUS	
1032050	Eloise Madison Finn Zanetti	13 / 10 RICHTER CLOSE, FADDEN ACT 2904	\$ 1,240.00	30-04-2026	Lodged	
1037295	AUTOAshley Dodson	44 / 1 FRED JOHNS CRESCENT, MCKELLAR ACT 2617	\$ 300.00	30-04-2026	Raised	
1032043	Archie Stapleton Ariana Cook Darcy Kim	19 / 14 STAN DAVEY RISE, COOMBS ACT 2611	\$ 1,400.00	29-04-2026	In Dispute	
1032040	Bodhi Clark Charlotte George Edward Ferris Ezra Rogers	12 / 77 MARY CILLESPIE AVENUE, GUNGAHLIN ACT 2912	\$ 800.00	29-04-2026	Lodged	
1037282	AUTOAshley Dodson	44 / 1 FRED JOHNS CRESCENT, MCKELLAR ACT 2617	\$ 300.00	29-04-2026	Raised	
1037270	AUTOAshley Dodson	44 / 1 FRED JOHNS CRESCENT, MCKELLAR ACT 2617	\$ 300.00	28-04-2026	Raised	
1032018	Audrey Robinson Patrick O'Brien	7 / 13 BRAUND PLACE, KAMBAH ACT 2902	\$ 880.00	27-04-2026	Refunded	
1037258	AUTOAshley Dodson	44 / 1 FRED JOHNS CRESCENT, MCKELLAR ACT 2617	\$ 300.00	27-04-2026	Raised	
1032009	Arlo Walters Cooper Joseph Quinn Robinson	20 / 11 MINEHAN PLACE, CALWELL ACT 2905	\$ 1,320.00	24-04-2026	Refunded	
1032001	Henry Vargas Lola Young	6 / 15 QUANDONG STREET, O'CONNOR ACT 2602	\$ 1,080.00	24-04-2026	Lodged	



3. Click Options.

The screenshot shows the ACT Revenue Office portal interface. On the left is a navigation menu with items: Manage Bonds, Lodge Bond, Pending Payments, Agent Portal, Tenant Portal, and Sign Out. The main content area displays details for 'Bond 1032001' at '6 / 15 QUANGONG STREET, O'CONNOR ACT 2602'. There are three tabs: SUMMARY, HISTORY, and OPTIONS (highlighted with a red box). The 'Options' dropdown menu is open, showing 'EDIT BOND' (highlighted with a red box), 'REQUEST REFUND', and 'RESEND PAYMENT RECEIPT'. The main content area includes sections for Bond and Tenancy Details, Rented Premises Details, and Tenant Details.

4. Click Edit Bond from the drop-down menu

This screenshot is identical to the one above, but the 'EDIT BOND' option in the 'OPTIONS' dropdown menu is highlighted with a red box, indicating the next step in the process.



Click Next.

ACT Revenue Office

- Manage Bonds
- Lodge Bond
- Pending Payments
- Agent Portal
- Tenant Portal
- Sign Out

Edit Bond #1032001

← BACK TO BONDS

Premises Parties Summary

Rented Premises Details

Unit: Select property from list, start typing to search:

Address: 6 / 15 QUANGONG STREET, O'CONNOR ACT 2602
Block Key: 11030320088
Section: 32
Block: 88

Dwelling Type: No. of Bedrooms:
Type:

Bond and Tenancy Details

Weekly Rent Amount: Whole Bond Amount:
Tenancy Commencement Date:

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



6. Edit the following details as required:

- Tenant Details: ACT Digital email and ACT Digital ID Phone number
- Additional Lessor Details (where applicable): Email, phone number and postal address

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

ACT Revenue Office

Edit Bond #1032001 [← BACK TO BONDS](#)

Premises **Parties** Summary

Tenant 1 Details

Tenant 1 Given Names * Henry Tenant 1 Last Name * Vargas

ACT Digital ID Email * 6789@bgh.com.au ✓ ACT Digital ID Phone * 02 6207 0030 ✓

Tenant 2 Details

Tenant 2 Given Names * Lola Tenant 2 Last Name * Young

ACT Digital ID Email * l458@bgh.com ACT Digital ID Phone * 02 6207 0028

Additional Lessor

First Name * Additional Last Name * Lessor

Email Address * newemail.lesor@email.com ✓ Phone Number * 02 6207 0025 ✓

Postal Address * LEVEL 1 221 LONDON CCT, CANBERRA ACT 2601 ✓

[BACK](#) [NEXT](#)



7. Click **Next**.

ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Agent Portal
Tenant Portal
Sign Out

Edit Bond #1032001

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Premises **Parties** Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

ACT Digital ID Email * ACT Digital ID Phone *

Tenant 2 Details

Tenant 2 Given Names * Tenant 2 Last Name *

ACT Digital ID Email * ACT Digital ID Phone *

Additional Lessor

First Name * Last Name *

Email Address * Phone Number *

Postal Address *



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**.

ACT ACT Revenue Office

Manage Bonds
Lodge Bond
Pending Payments
Agent Portal
Tenant Portal
Sign Out

Edit Bond #1032001

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Premises Parties **Summary**

Bond Lodgement Summary

Rented Premises Details

Rented Premises Address	6 / 15 QUANDONG STREET, O'CONNOR ACT 2602
Section	32
Block	88
Dwelling Type	Flat/Unit
Occupancy Type	Residential
Number of Bedrooms	4

Bond and Tenancy Details

Weekly Rent Amount	\$ 270.00
Whole Bond Amount	\$ 1,080.00
Bond Amount Paid	\$ 1,080.00
Tenancy Commencement Date	13/09/2020

Tenant Details

Tenant 1 Full Name:	Henry Vargas
ACT Digital ID Email:	6789@bgh.com.au
ACT Digital ID Phone:	02 6207 0030
Tenant 2 Full Name:	Lola Young
ACT Digital ID Email:	1458@bgh.com
ACT Digital ID Phone:	02 6207 0028

Principal Lessor Details

Full Name	Lessor User
Email Address	lessoruser@gmail.com
Contact Phone	12 3123 1231
Postal Address	T2 BRUNTON ST, WANNIASSA ACT 2903

Additional Lessor Details

Full Name	Additional Lessor
Email Address	newemaillessor@gmail.com
Contact Phone	02 6207 0025
Postal Address	LEVEL 1 221 LONDON CCT, CANBERRA ACT 2601

I confirm that these details are correct.

[BACK](#) [SAVE DETAILS](#)

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.

ACT ACT Revenue Office

[Manage Bonds](#)
[Lodge Bond](#)
[Pending Payments](#)
[Agent Portal](#)
[Tenant Portal](#)
[Sign Out](#)

Bond 1032001

6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

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SUMMARY
HISTORY
OPTIONS

Bond and Tenancy Details

Status:	Lodged	AVO:	No
Lodgement Date:	24-04-2026	ACT Housing:	No
Bond Amount Paid:	\$ 1,080.00	S33 issued:	No

Bond Type:	Residential
Tenancy Commencement Date:	13-09-2020
Whole Bond Amount:	\$ 1,080.00
Weekly Rental Amount:	\$ 270.00
Created Date:	13-09-2020

Rented Premises Details

Premises Address: 6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

SSBU:	O'CONNOR, 32, 88
Dwelling Type:	Flat/Unit
Number of Bedrooms:	4

Tenant Details

Lola Young
Not Registered
ACT DIGITAL ACCOUNT DETAILS
1458@bgh.com
02 6207 0028

Henry Vargas
Not Registered
ACT DIGITAL ACCOUNT DETAILS
6789@bgh.com.au
02 6207 0030

Outgoing tenant(s) removed

Principal Lessor Details

Lessor User
12 BRUNTON ST, WANNIASSA, ACT, 2903
lessoruser@email.com
12 3123 1231
Registered

Additional Lessor Details

Additional Lessor
newemail.lesor@email.com
02 6207 0025
LEVEL 1221 LONDON CCT, CANBERRA ACT 2601

Payment Details

Bond Amount Paid:	\$ 1,080.00
Number of Payments:	1
Payment Reference:	227 185 349

Amount:	\$ 1,080.00
Date:	23-04-2026

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.