



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Agent user guide on how to
update tenant contact details

ACT Revenue Office
August 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.

ACT Revenue Office

Real Estate Agent
Agents R US North

Manage Bonds

Lodge Bond

Pending Payments

Lessor 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
☐	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**.

ACT Revenue Office

Real Estate Agent
Agents R US North

Manage Bonds

Lodge Bond

Pending Payments

Lessor Portal

Tenant Portal

Sign Out

Bond 1036556

10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902

BACK TO BONDS

SUMMARY

HISTORY

OPTIONS

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 07-01-2026

Bond Amount Paid: \$ 1760.00

Bond Type: Residential

Tenancy Commencement Date: 07-01-2026

Whole Bond Amount: \$ 1760.00

Weekly Rental Amount: \$ 440.00

Created Date: 07-01-2026

ACT Housing: No

SS3 Issued: No

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.

Bond 1036556
10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902

Bond and Tenancy Details

Status:	Lodged	AVO:	
Lodgement Date:	07-01-2026	ACT Housing:	
Bond Amount Paid:	\$ 1760.00	SS3 Issued:	

Rented Premises Details

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

Tenant Details

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

5. Click **Next**.

Edit Bond #1036556

Rented Premises Details

Unit: 10
Address: 10 / 1 HUTCHISON CRESCENT, KAMBAH ACT 2902
Block Key: 6603320002
Section: 332
Block: 2
Dwelling Type: Flat/Unit
No. of Bedrooms: 2
Type: Residential
Weekly Rent Amount: \$ 440.00
Whole Bond Amount: \$ 1760.00
Tenancy Commencement Date: 07-01-2026

Bond and Tenancy Details

Next

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

ACT Revenue Office

Real Estate Agent
Agents R US North

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

Edit Bond #1036556

BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

Tenant ACT Digital ID Email * ACT Digital ID Phone *

1458@bgh.com.au 06 2242 3819

BACK NEXT

!! Note:

Email addresses listed as rb@act.gov.au must be updated with a current email address for each person listed on the bond. An alert message, as shown below, will appear on each field that needs to be updated. You **will not** be able to proceed with your bond updates until this has been done.

ACT Revenue Office

Real Estate Agent
Agents R US

Manage Bonds
Lodge Bond
Pending Payments
Manage Users
Reports
Lessor Portal
Tenant Portal
Sign Out

Edit Bond #1039376

BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 First Name * Tenant 1 Last Name *

RB Test Tenant

ACT Digital ID Email * ACT Digital ID Phone *

rb@act.gov.au 01 1111 1111

Please ensure that the emails listed belong to the appropriate parties listed on the bond.

BACK NEXT

7. Click Next

ACT Revenue Office

Real Estate Agent
Agents R US North

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

Edit Bond #1036556

BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

Tenant ACT Digital ID Email * ACT Digital ID Phone *

1458@bgh.com.au 06 2242 3819

BACK NEXT



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**.

Edit Bond #1036556

Progress: Premises | Parties | Summary

Bond Lodgement Summary

Rented Premises Details

Rented Premises Address: 10/1 HUTCHISON CRESCENT, KAMBRAH ACT 2902
Section: 352
SSBU: 2
Dwelling Type: Flat/Unit
Occupancy Type: Residential
Number of Bedrooms: 2

Bond and Tenancy Details

Weekly Rent Amount: \$ 440.00
Whole Bond Amount: \$ 1760.00
Bond Amount Paid: \$ 1760.00
Tenancy Commencement Date: 01/01/2026

Tenant Details

Tenant Full Name: Tom Tenant
ACT Digital ID Email: 1036556@act.gov.au
ACT Digital ID Phone: 06 2242 3819

Managing Agency Details

Agency: Agents R US North
Agency Licence Number: 9620099
Email: zac.frong@agentsrusnorth.com
Contact Phone: 02 6207 0000

Principal Lessor Details

Full Name: Samantha Blackhouse
Email Address: sbl_24288@hotmail.com
Contact Phone: 04 0163 9438
Postcode Address: 16 ZINCKE CL, CALWELL ACT 2905

☐ 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

Bond 1036556

10/1 HUTCHISON CRESCENT, KAMBRAH ACT 2902

Summary | History | Options

Bond and Tenancy Details

Status: Lodged
Lodgement Date: 01-01-2026
Bond Amount Paid: \$ 1760.00

Rented Premises Details

Premises Address: 10/1 HUTCHISON CRESCENT, KAMBRAH ACT 2902
SSBU: KAMBRAH_352_2
Dwelling Type: Flat/Unit
Number of Bedrooms: 2

Tenant Details

Tom Tenant
Not Registered
ACT DIGITAL ACCOUNT DETAILS
1036556@act.gov.au
06 2242 3819

Managing Agency Details

Agents R US North
WINDY HOUSE, 125 CUNCAHLIN PL, CUNCAHLIN ACT 2912
zac.frong@agentsrusnorth.com
02 6207 0000

Principal Lessor Details

Samantha Blackhouse
16 ZINCKE CL, CALWELL ACT 2905
sbl_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: 01-01-2026
Status: Received

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.