



ACT
Government

Chief Minister, Treasury and
Economic Development

RENTAL BONDS PORTAL

Lessor user guide on how to
update tenant contact details

ACT Revenue Office
August 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.

ACT Revenue Office

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
☐	1032050	Eloise Madison Finn Zanetti	13 / 10 RICHTER CLOSE, FADDEN ACT 2904	\$ 1240.00	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	\$ 1400.00	29-04-2026	In Dispute
☐	1032040	Bodhi Clark Charlotte George Edward Ferris Ezra Rogers	12 / 77 MARY GILLESPIE AVENUE, CUNCAHLIN 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	\$ 1320.00	24-04-2026	Refunded
☐	1032001	Henry Vargas Lola Young	6 / 15 QUANDONG STREET, O'CONNOR ACT 2602	\$ 1080.00	24-04-2026	Lodged

1 2 3 4 > >>

10 rows per page



3. Click **Options**.

Manage Bonds

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Pending Payments

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Bond 1032001

6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

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SUMMARY

HISTORY

OPTIONS

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 24-04-2026

Bond Amount Paid: \$ 1,080.00

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

AVO: No

ACT Housing: No

S33 Issued: No

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@ibgh.com
02 6207 0028

Henry Vargas
Not Registered
ACT DIGITAL ACCOUNT DETAILS
1458@ibgh.com.au
02 6207 0028

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

Manage Bonds

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Bond 1032001

6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

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SUMMARY

HISTORY

OPTIONS

Bond and Tenancy Details

Status: Lodged

Lodgement Date: 24-04-2026

Bond Amount Paid: \$ 1,080.00

Bond Type: Residential

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1458@ibgh.com.au
02 6207 0028

EDIT BOND

REQUEST REFUND

RESEND PAYMENT RECEIPT



5. Click **Next**.

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ACT Revenue Office

Edit Bond #1032001

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Premises

Parties

Summary

Rented Premises Details

Unit

6

Select property from list, start typing to search: *

15 QUANDONG STREET, O'CONNOR ACT 2602

Address:

6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

Block Key:

11030320088

Section:

32

Block:

88

Dwelling Type *

Flat/Unit

No. of Bedrooms *

4

Type *

Residential

Bond and Tenancy Details

Weekly Rent Amount *

\$ 270.00

Whole Bond Amount *

\$ 1,080.00

Tenancy Commencement Date *

13-09-2020

CANCEL

NEXT

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. A green tick will appear next to the updated fields.
- Tenant Details: ACT Digital email and ACT Digital ID Phone number
 - Additional Lessor Details (where applicable): Email, phone number and postal address

ACT Revenue Office

Manage Bonds
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Edit Bond #1032001

← BACK TO BONDS

Premises Parties Summary

Tenant 1 Details

Tenant 1 Given Names * Tenant 1 Last Name *

Henry Vargas

ACT Digital ID Email * ACT Digital ID Phone *

6789@bgh.com.au 02 6207 0030

Tenant 2 Details

Tenant 2 Given Names * Tenant 2 Last Name *

Lola Young

ACT Digital ID Email * ACT Digital ID Phone *

1458@bgh.com 02 6207 0028

Additional Lessor

First Name * Last Name *

Additional Lessor

Email Address * Phone Number *

newemaillessor@email.com 02 6207 0025

Postal Address *

LEVEL 1 221 LONDON CCT, CANBERRA ACT 2601

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 Lessor User

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

Edit Bond #1039379

← 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 02 1111 1111

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

BACK NEXT



7. Click **Next**.

Manage Bonds

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ACT Revenue Office

Edit Bond #1032001

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 *
1458@bgh.com

ACT Digital ID Phone *
02 6207 0028

Additional Lessor

First Name *
Additional

Last Name *
Lessor

Email Address *
newemail.lesser@email.com

Phone Number *
02 6207 0025

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

BACK

NEXT

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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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ACT Revenue Office

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@email.com

Contact Phone

12 3123 1231

Postal Address

12 BRUNTON ST, WANNIASSA ACT 2903

Additional Lessor Details

Full Name

Additional Lessor

Email Address

newemaillessor@email.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.

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

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Bond 1032001

6 / 15 QUANDONG STREET, O'CONNOR ACT 2602

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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.lesson@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.