

## 13

# BOND RETURN REQUEST

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —  
Sections 111–131

*Your bond, your claim — file first via RTA Web Services and put the 14-day clock on the lessor*

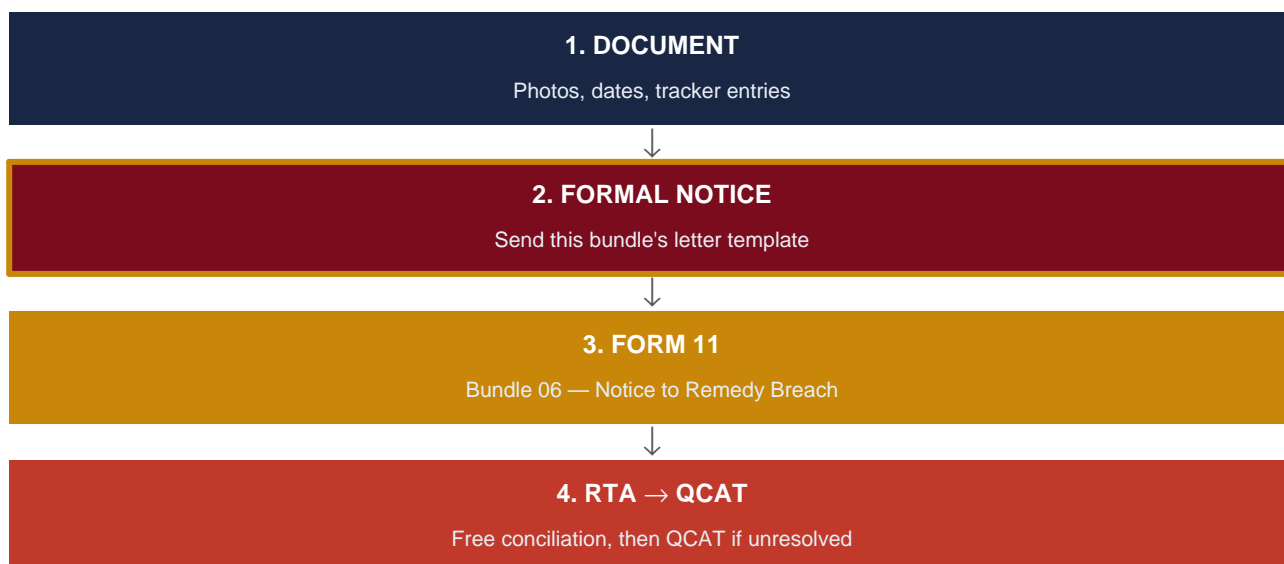
## WHEN TO USE THIS BUNDLE

Use this bundle at the end of your tenancy to recover your bond. The strategy is claim first, notify second: lodge your own RTA claim the day you vacate, then let the letter and your evidence do the rest.

## KNOW THE LAW — BOND RETURN IN QUEENSLAND (SS.111–131)

Your bond is held by the RTA — not the lessor. Either party can lodge a Refund of Rental Bond claim (Form 4), and you never need the agent's signature or permission to claim your own money: lodge your claim through RTA Web Services the day you vacate. The lessor then has 14 clear days to dispute it. If they don't, the RTA pays the bond as you requested. Fair wear and tear is not chargeable, and every deduction must be justified against your entry condition report.

## HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



*The highlighted box shows where this bundle fits in the journey.*

- 01 Photograph the property thoroughly before vacating**  
 Mirror your entry condition report exactly — every room, surface, and appliance. Email the set to yourself for a timestamped record.
- 02 Compare against your original entry condition report**  
 Note where the property is in the same or better condition than move-in — this is your evidence against deductions.
- 03 Lodge your RTA claim the day you vacate — don't wait for the agent**  
 You do not need the agent's permission or signature. Lodge via RTA Web Services as soon as you vacate. This starts the 14-day clock running against the lessor: if they do not dispute within 14 days, the bond is paid to you as requested. Waiting for the agent hands them control of the timeline.
- 04 Send the notification letter the same day**  
 The letter tells the agent the claim is lodged, the evidence is on record, and any deduction must now be pursued through the RTA and QCAT with evidence — inside their 14 days.
- 05 Challenge every unjustified deduction**  
 Itemise your objections in writing against the entry condition report and photos. Fair wear and tear is not chargeable. Unresolved disputes go to RTA dispute resolution, then QCAT if needed.

## IF YOU NEED TO ESCALATE — WHAT QCAT CAN ORDER

If the lessor disputes your claim, RTA conciliation and QCAT decide on evidence: your entry condition report, your move-out photos, and your tracker. Renters who file first and document well recover their bonds; lessors chasing unjustified deductions rarely survive a well-indexed photo set.

### ★ GOOD TO KNOW — FILE FIRST — THE CLOCK RUNS AGAINST THEM

A tenant-initiated RTA bond claim reverses the power dynamic: instead of you chasing your own money, the lessor must lodge a dispute within 14 clear days or the bond is paid out as you requested. File the day you hand back the keys.

### ★ GOOD TO KNOW — QUEENSLAND'S PORTABLE BOND PILOT

A portable bond scheme pilot launched in South East Queensland in January 2026, letting eligible renters transfer their existing bond to a new tenancy instead of paying a second bond upfront. Check [rta.qld.gov.au](http://rta.qld.gov.au) for current eligibility and whether it has extended to your area.

### ■ CRITICAL — DON'T WAIT FOR THE AGENT — FILE THE CLAIM YOURSELF

You never need the agent's permission to get your bond back. File your own claim via RTA Web Services the day you vacate. That puts the 14-day dispute clock on the lessor — not you — and if they stay silent, the bond is paid to you automatically.

**■ CRITICAL — FAIR WEAR AND TEAR IS NOT DAMAGE**

Lessors cannot deduct for normal wear — scuff marks, carpet flattening, small nail holes, faded paint — and cannot charge full replacement cost for depreciated items. Challenge every unjustified deduction in writing.

# TEMPLATE — BOND CLAIM NOTIFICATION

Residential Tenancies and Rooming Accommodation Act 2008 (Qld) —  
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## 1. COPY

Copy the letter below into a new email

## 2. FILL

Replace every **[bracketed]** field with your details

## 3. SEND

Email it — request a read receipt, save a copy

Fill in every **[bracketed]** field, then send via email — request a read receipt.

### SUBJECT:

**FORMAL NOTICE — BOND CLAIM LODGED VIA RTA: [Insert Property Address]**

## 1. NOTICE OF VACATION

- I confirm that I vacated the above property on **[Insert Vacate Date]**.
- The premises were left in a condition consistent with the entry condition report, subject to fair wear and tear. Move-out photographs are on record.

## 2. NOTICE OF BOND CLAIM LODGED

- I have lodged a Refund of Rental Bond claim through RTA Web Services for the full release of my bond of **#[Insert Bond Amount]**.
- The claim was lodged on **[Insert Claim Date]**. You will receive notification from the RTA directly.

## 3. PROCESS AND TIMELINE

- If you consider any deduction is justified, you must dispute the claim within 14 clear days of notification, with evidence for each item assessed against the entry condition report.
- If no dispute is lodged within 14 days, the bond will be released to me in full.
- Fair wear and tear is not chargeable, and I will contest any unjustified deduction with my complete photographic record.

## 4. EVIDENCE ON RECORD

- All entry and exit records — condition reports, dated photographs, and correspondence — are maintained in a chronological evidence index.

Yours sincerely,

**[Your Full Name]**

**[Property Address]**

**[Date]**

**[Contact Number / Email]**