

Your rights at the end of tenancy — how to claim your bond and dispute deductions

WHEN TO USE THIS BUNDLE

Use this bundle at the end of your tenancy to formally request the full release of your bond. Use it alongside your move-out inspection documentation and your original property condition report.

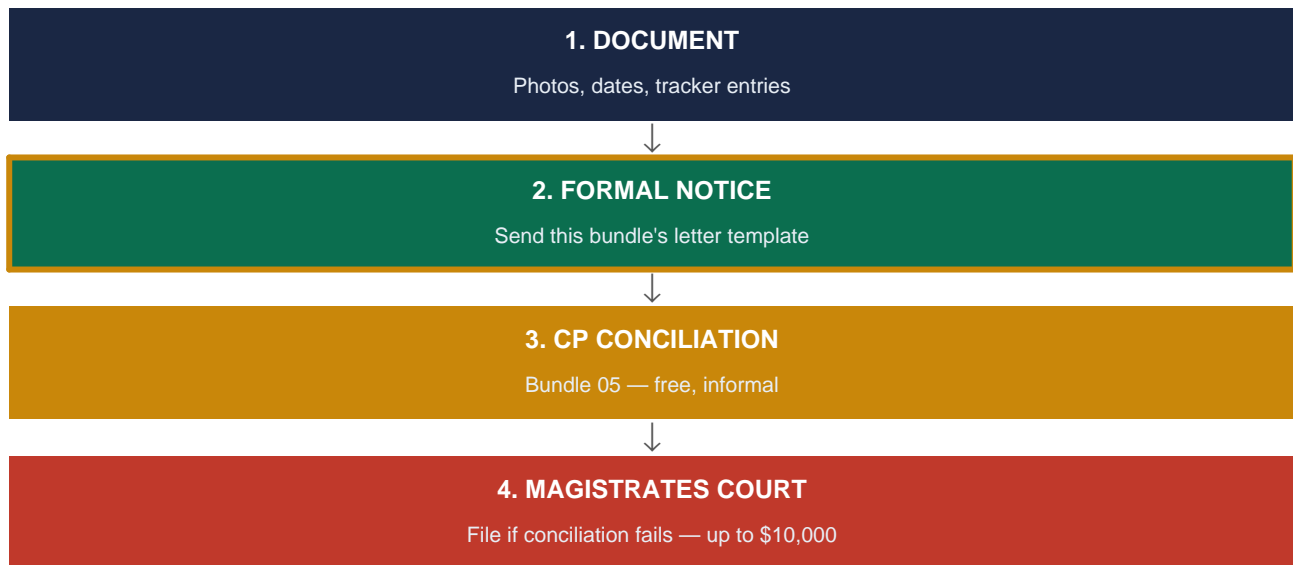
KNOW THE LAW — BOND RETURN VIA BONDSONLINE

Your bond is held by Bonds Administration (Consumer Protection WA), not the landlord. Since the new process went live 28 March 2026, either party can lodge a bond release application through BondsOnline. The other party then has 14 days to agree or dispute. Disputed claims go to a Commissioner Determination (parties get 10 days to submit evidence); either party can appeal that decision to the Magistrates Court within 7 days. Undisputed funds are released within 7–10 business days.

FAIR WEAR AND TEAR VS. DAMAGE

FAIR WEAR AND TEAR (NOT CHARGEABLE)	DAMAGE (CHARGEABLE)
Minor scuff marks on walls	Large holes in walls
Faded paint (normal sunlight)	Stains, significant marks
Carpet flattening from normal use	Carpet stains from spills or burns
Small nail holes	Broken fixtures or fittings
Worn door handles / locks	Damaged appliances

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 move-in documentation exactly — photograph every room, every surface, every appliance.

02 Compare move-out photos to your property condition report

Note where the property is in the same or better condition than at move-in.

03 Lodge your BondsOnline release application the day you vacate — don't wait for the landlord

You do not need the landlord's permission or cooperation. This starts the 14-day clock running against them.

04 Send the template letter the same day

Notify the landlord your claim is already lodged and any deduction must now be raised as a formal, evidenced dispute.

05 Challenge every unjustified deduction in writing

Itemise your objection to each claim with supporting evidence, using the Deductions Log.

06 Escalate a disputed claim

Disputed → Commissioner Determination (10 days to submit evidence) → Magistrates Court appeal within 7 days if needed.

IF YOU NEED TO ESCALATE — WHAT MAGISTRATES COURT CAN ORDER

A Commissioner Determination will assess each deduction individually against your evidence. A well-documented Evidence Tracker with entry and exit photos is significantly more persuasive than verbal claims. Either party can appeal the Commissioner's decision to the Magistrates Court within 7 days.

★ GOOD TO KNOW — FAIR WEAR AND TEAR CANNOT BE CHARGED

Lease clauses attempting to require professional cleaning, carpet replacement, or repainting as standard end-of-tenancy obligations are generally unenforceable in WA. The 'reasonably clean' standard prevails.

■ CRITICAL — LODGE YOUR OWN BONDSONLINE APPLICATION — DON'T WAIT

Either party can lodge the bond release application. Lodging your own the day you vacate starts the 14-day clock against the landlord, rather than leaving them in control of the timeline.

■ CRITICAL — FAIR WEAR AND TEAR IS NOT DAMAGE

The landlord cannot deduct for normal wear and tear — scuff marks, minor carpet flattening, faded paint from sunlight, or worn fittings from ordinary use.

TEMPLATE — BOND RETURN REQUEST

Residential Tenancies Act 1987 (WA) — Bonds Administration / BondsOnline

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 REQUEST FOR BOND RELEASE: [Insert Property Address]

I am writing to confirm I have vacated the above-referenced property on **[Insert Vacate Date]** and have lodged a bond release application via BondsOnline for the full bond amount of \$**[Insert Bond Amount]**.

1. PROPERTY CONDITION

- The property has been left in the same or better condition than recorded in the property condition report at the commencement of the tenancy, as evidenced by the attached photographs.

2. BONDSOnline APPLICATION

- My bond release application was lodged on **[Insert Date]**. You have 14 days from that date to agree or lodge a dispute via BondsOnline.

3. ANY PROPOSED DEDUCTIONS

- Any deduction you wish to claim must be itemised and supported by evidence. I will respond in writing to each item and, if unresolved, pursue this through a Commissioner Determination.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]