

## Bond Loans

### Information for approved applicants

This fact sheet provides information to people who have just received or currently have a Bond Loan from the Department of Communities (Housing and Homelessness Services).

#### What do I do with the Bond Lodgement Form 2C or R2C?

Once the Bond Loan has been approved, it is your responsibility as the tenant to hand the *Bond Lodgement* (Residential Tenancies Authority Form 2C for general tenancies or Form R2C for rooming accommodation) to your lessor or lessor's agent. The lessor or lessor's agent must lodge one of these copies with the Residential Tenancies Authority.

#### How do I repay the Bond Loan?

The department offers a number of ways for you to repay your Bond Loan. The methods include EasyPay, BPay, automatic payments, cheque/money order or by using your repayment card at any Australia Post Office or agency.

#### What if I don't make the repayments?

If you are experiencing difficulties making your repayments, you should contact the department on 1800 501 702 to discuss possible options regarding your repayments. Failure to repay your Bond Loan as agreed may result in an independent debt collection agency being appointed to pursue your account and legal action may be taken.

You will not be eligible for any further assistance from the department until the Bond Loan is repaid.

#### What if I want to move?

Transferring a Bond Loan to another property is possible if both your current and future lessor or lessor's agent agree to do so. Bond Loans may be transferred provided no claim is made on the original bond and all original tenants move into the new property with no additional tenants.

A 'top up' cannot be provided if your new bond is more than your current bond.

#### What if more than one person is on the Bond Loan Agreement?

Each person on the Bond Loan Agreement is responsible for ensuring the full Bond Loan amount is repaid.

## What if I want to leave a shared tenancy?

If you want to leave a shared tenancy you will still be responsible for the Bond Loan unless you remove yourself from the loan agreement. Everyone on the Bond Loan has to agree to this, as the remaining tenant/s must accept responsibility for the balance of the debt.

To remove your name from a shared tenancy Bond Loan:

- a *Change of Shared Bond Arrangement* (Residential Tenancies Authority Form 6 for general tenancies or Form R6 for rooming accommodation) must be completed and signed by all tenants as well as the lessor or lessor's agent
- all tenants must attend a Housing Services office and complete an Agreement of Release to amend the Bond Loan Agreement, and
- the Residential Tenancies Authority will have to be notified through the completion of a Form 6 or R6.

If you lodge a Form 6 or R6 without first contacting the department, the change will not be processed by the Residential Tenancies Authority.

## Refund of bond

The department is not responsible for processing refunds. To claim a refund on your bond, a *Refund of Rental Bond* (Residential Tenancies Authority Form 4 for general tenancies or Form R4 for rooming accommodation) should be lodged with the Residential Tenancies Authority at the end of your tenancy.

This form needs to be signed by your lessor or lessor's agent. These forms are available from any Australia Post Office.

## Looking after your interests

- Familiarise yourself with the terms of the tenancy agreement you signed.
- Keep all rental receipts.
- If you move, provide a forwarding address to the department as well as your lessor or lessor's agent.

## I'm having trouble with my lessor/agent – what do I do?

The department will not enter into any disputes between lessors or lessor's agents and tenants. Any disputes should be referred to the Residential Tenancies Authority or the Dispute Resolution Centre.

For more information, please call 1300 880 882 or visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au).