

Fact Sheet

February 2019

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MyBond – property owners

From 1 May 2019 tenants, property owners and property agents will have access to the new online bond management system called MyBond.

What does this mean for you?

From 1 May, you will be able to:

- Lodge a bond online - the RDA will no longer accept paper bond lodgement forms
- Advise your tenants they can now pay their bond online (**Note:** cheques are no longer accepted)
- Claim a bond online
- Dispute a bond claim online, including the ability to upload evidence directly to the system
- Approve a bond claim online
- View all of your bonds by status, e.g. active, in dispute, awaiting payment
- Transfer the management of a bond between agents/owners
- Transfer a tenant out of a property and transfer a new tenant in, without the need to lodge an entirely new bond
- Update your contact details

What do you need to do?

You will be pre-registered in MyBond.

To login from 1 May 2019

- Go to www.cbos.tas.gov.au
- Follow the links which will take you to the MyBond login page.
- If you can't login, or do not know your email address, please contact us on 1300 654 499.

Training tools and resources

To assist you with using the new system, video modules and quick help guides will be available on the CBOS website from 1 May.

Do you need more help

For any assistance please call 1300 654 499 or visit your local Service Tasmania shop.

Your local Library may also be able to help. Visit the Libraries Tasmania website for opening hours.

Find a location and opening hours

- www.libraries.tas.gov.au/locations
- www.service.tas.gov.au/about/shops

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