

Fact Sheet

February 2019

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MyBond – property agents

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
- Pay your bonds in bulk online, or, advise your tenants that they can now pay online
- Claim a bond online
- Dispute a bond claim online, including the ability to upload evidence directly to the system
- 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
- Download bond status reports to assist with reconciliation
- Add as many system users to your agency account as required, with the ability to adjust staff security access as necessary and archive staff if they leave
- Assign bonds to property managers so they receive bond notifications related to the properties they are managing.
- Update your agency contact details

Note: only property agencies registered with the Property Agents Board (PAB) can take and pay bonds online. If your agency is not registered with the PAB your tenant must pay online or at Service Tasmania.

What do you need to do?

Your agency will be pre-registered in MyBond. On 1 May your system administrator, using their email address, needs to login to MyBond through www.cbos.tas.gov.au and activate your agency account.

Your system administrator can then add more staff to the system, each staff member will receive a unique login and password.

Training tools and resources

Consumer, Building and Occupational Services will be holding a virtual forum on **4th April at 8.30am – 9.30am**. A link to register for the forum will be sent to all agencies in March 2019.

The virtual forum will be completely online, once registered you just need to click the link that will be sent to you and watch the forum from your desk or smart device. You can ask questions and receive answers in real time. The forum will also be posted to the CBOS website for later viewing.

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

The Rental Guide will be updated to reflect the change in process and will be available from Service Tasmania or the Rental Deposit Authority by calling **1300 654 499**.

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