







1. Internet search [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au)
2. Click on the Housing  icon.
3. Click on the **MyBond** tab.
4. Click on the  **Agents** tab.
5. Click on the  button.  
*The login screen is displayed.*
6. Enter your **Username** and **Password**.
7. Click on the  button.  
*The Bond List Search screen is displayed.*
8. Click on **Show advanced filters**.
9. From **Bond Status** select **Claim in Progress** or **Disputed**.
10. Click on **Search**.
11. Click on **Details** next to the bond that is to be approved or disputed.

The Claim details are displayed. You have a choice to **Approve** or **Dispute** the claim made by the Tenant or Deposit Contributor.

## Approve a claim made by a tenant

1. Click on the  button.

**NOTE:** By approving the claim, you will no longer be able to raise a dispute.

2. Click on the  button to confirm approval.



*All parties will receive notification.*

## Dispute a Claim made by a tenant

1. Click on the  button.

*The Claim details screen is displayed.*

**Note:** Please specify the amounts you are claiming for. If you don't yet know the final costs enter your best estimates instead. Note that if the claim is approved, the amounts are what you will receive regardless of what any finalised costs might be.

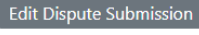

2. Click on the  button.
3. Click on the  button.

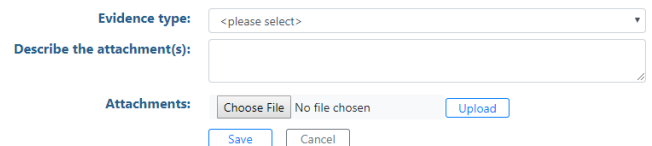
The tenant will be notified of the dispute

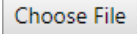

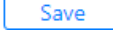


*You will receive a notification of the approval of the claim.*

## Adding Evidence to support your dispute

You have 10 days to supply evidence to support your dispute.

1. Log in to My Bond.
2. Click on the **View My Bonds** button.
3. Scroll to the bottom of the screen and click on the  button.
4. Click on the **Edit** button.
5. Click on the  button.



6. Select the **Evidence Type** from the list.
  7. Enter a description – for eg Photos of Bedroom 3
  8. Click on the  button.
  9. Select the Photos.
  10. Click on the  button.
  11. Click on the  button.
  12. Click on the  button, to add more evidence, or do it later.
  13. Click on the  button and on **Return**
- You can continue to add evidence until the 10 days have expired.

**NOTE:** You can phone the RDA and ask for an extension if required

## Withdraw a Dispute

**This is only available for single tenant bonds, with no deposit contributors**