

# Residential Bonds Online (RBO)

## Information for Tenants

Residential Bonds Online (RBO) is an online system used by agents, landlords and tenants all over South Australia to manage rental bond and tenancy information. RBO allows parties of a tenancy transact quickly and easily on the go without the need for paper forms.

### Activate your account

To access Residential Bonds Online you must enter through your email token. If you already have an account with RBO, activate against your bond by:

- click “activate your account”
- enter your username and password
- click “activate”

If you do not have an active RBO account you will need to create one by:

- click “activate your account”
- enter a username or email
- enter a password
- enter your mobile number and date of birth
- SA Water notification - either select yes or no
- submit and enter your identification through DVS (see below for details on DVS)

### Change your password

You can change your RBO account password by:

- go to the RBO homepage
- click forgot password
- enter either your username or email address
- click “I’m not a robot” and select the relevant images
- click submit. You will be sent an email with the link to submit a new password.

### Digital Verification Service (DVS)

For tenants to access RBO they must have their identities verified through the Commonwealth Government’s DVS. DVS has been implemented to provide an extra layer of security to our systems.

For more information about DVS including the types of identification that are accepted by the DVS system please visit <https://www.sa.gov.au/topics/housing/renting-and-letting/residential-bonds/residential-bonds-online-service>

## Getting your refund

To help us get your refund to you without delay, please log in to RBO and update your preferred payment method. See Estimated Times for Payout for best method of bond return.

You can update these details at any time during your tenancy by:

- log into RBO
- go to the tenant tab
- click “payment details” and enter your BSB and account number
- click “click save”

*Note, this information is not visible to other tenants, landlord or agent.*

If multiple tenants are listed on the bond at the time of refund, you may choose to claim the full bond amount by selecting the ‘Settlement Summary’. By doing so, disputes between tenants once the bond is refunded become a civil matter.

To initiate the bond refund you must click the refund button in which you will specify where you are proposing the money to be paid. Once submitted, the request for refund will be sent to your agent or landlord.

If your agent or landlord has put a refund request through awaiting your approval, you can locate this request in the history tab. Please note each party has a total of 10 days to respond to any request.

## Unclaimed Bond Monies

If you have unclaimed bond money owed to you from a previous tenancy, please visit our <https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php> You will then be directed to complete the Individual EFT Form to retrieve the funds.

## Contact us

More information about your rights as a tenant can be found in our Tenancy Information Brochure.

### Phone

131 882

Monday to Friday 9.00am to 4.30pm

### Estimated Times for Payout

**EFT** 24-48 hours

**Cheque** 5-7 business days

**International Money Transfer**  
Varies depending on the country  
and may be affected by  
additional fees and exchange  
rate.

