



Documents to support a non-consented bond claim

When all or part of a bond is claimed without a tenant or resident's consent a landlord, agent, proprietor or park operator is required to provide a list of claims and supporting documents to assist Consumer and Business Services (CBS) to assess entitlement to the claim.

Supporting your claim with the correct documents will avoid the cost and delay of having to apply to the South Australian Civil and Administrative Tribunal (SACAT) to have your claim dealt with.

Examples of details and documents that can be provided to support a claim:

Claim	Documents required
Rent arrears	<ul style="list-style-type: none">full rent records for the entire tenancy - rent receipts and recordsall lease agreementsall extensions of leaseall rental increases
Water costs	<ul style="list-style-type: none">SA Water bill – front and back of account to verify meter readings and rates charged for use and supplycalculations based on meter readinginspection sheet that shows final meter reading (can also provide photo of meter reading)tenancy agreement
Break tenancy agreement charges	<ul style="list-style-type: none">advertising account – full copy of trader invoiceadvertising fee calculations in full – break lease costsreletting fee calculations in fullnew tenant agreement

	<ul style="list-style-type: none"> • profit offset – including all calculations – if applicable
General cleaning Carpet cleaning Rubbish removal Repairs Gardening	<ul style="list-style-type: none"> • trader invoice/quote or detailed breakdown of own time calculations of own time spent* • receipts for materials purchased • ingoing and outgoing inspection sheets
Any other claim	<ul style="list-style-type: none"> • documents/receipts to support the amount claimed • each claim must be individually itemised

Important information for other claims

Carpet replacement	Age of carpet is required
Painting	Date the premises was last painted required
Changing locks	Locks are generally only claimable after a tenant has been evicted by SACAT – copy of eviction order is required

Total Claim	All claims added together should amount to your total claim against the bond. If your claim is greater than the original bond refund application, you will be required to apply to SACAT for a determination.
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**The hourly rate allowed by SACAT for own time spent is \$30.09*

More information

For further details:

- see rights and obligations in the Tenant Information Guide for residential tenancies www.cbs.sa.gov.au/tenantinfoguide
- visit www.sa.gov.au/renting or contact Consumer and Business Services on 131 882 or www.cbs.sa.gov.au.

The information provided in this fact sheet is of a general nature only and should not be regarded as a substitute for legal advice and/or reference to the appropriate legislation.