

Landlord instruction manual

**Consumer and
Business Services**

Residential Bonds Online



Government of South Australia
Attorney-General's Department

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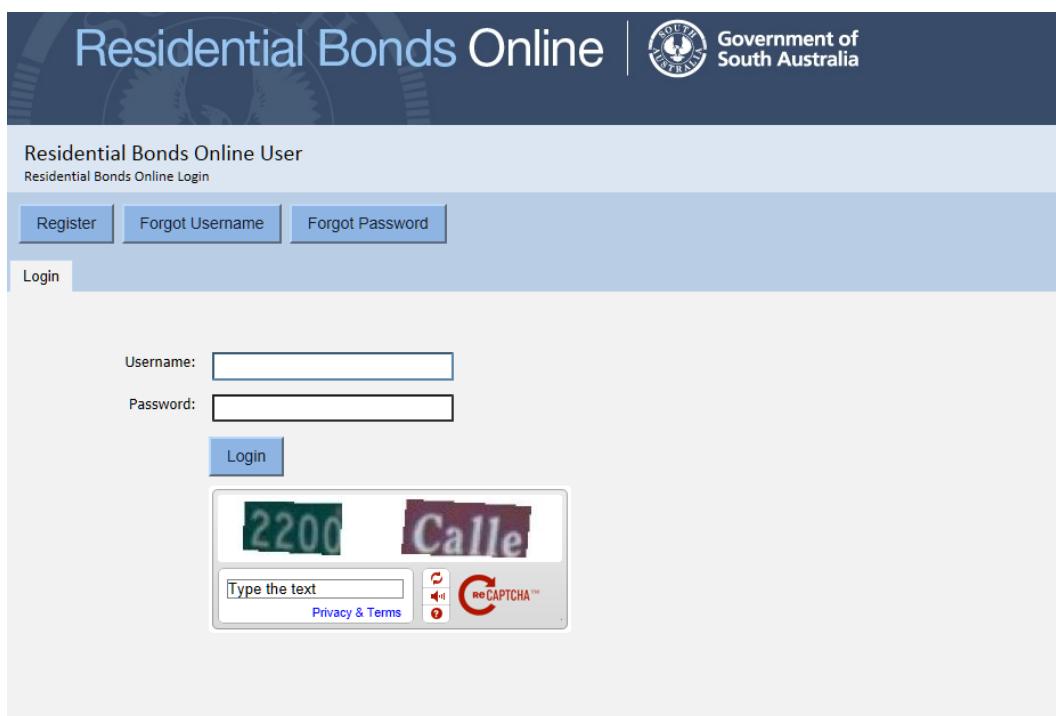
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Register for access to RBO

1. Visit sa.gov.au/residentialbonds and click on the RBO image graphic on the right side of the webpage. You can also access RBO from a text link within this webpage.



2. The RBO login page will load – <https://tenancies.applyonline.sa.gov.au/rbo/bond>
Save this page as a favourite for quick access to RBO.



Once you have registered, you can access the task menu by clicking your name on the top right of the screen. Menu options include:

- Register as a real estate agency
- Register as a landlord
- Register as a proprietor
- My account
- Log out
- About

Landlord registration

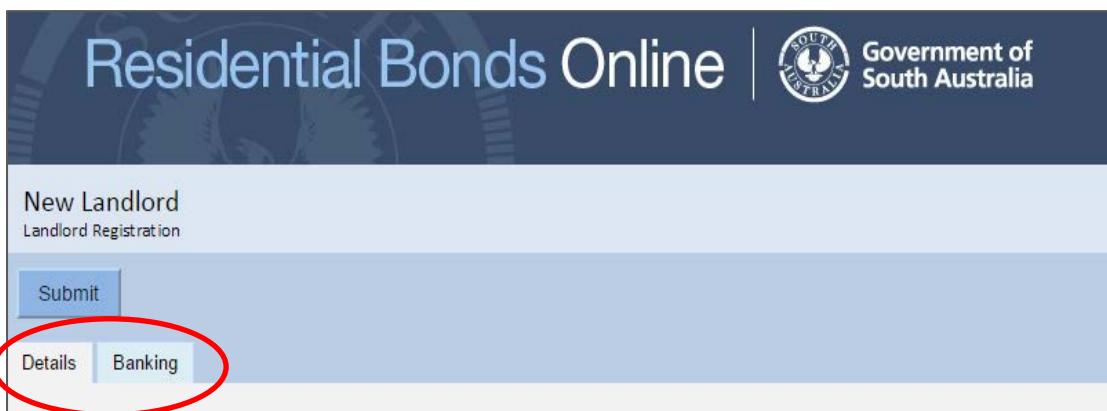
Setting up an landlord profile

Log in to Residential Bonds Online (RBO) –
<https://tenancies.applyonline.sa.gov.au/rbo/bond/>

You can 'register a landlord' by clicking on your name on the top right hand corner of the screen.

The registration screen has two tabs:

1. **Details** – provide the name, contact details and postal address.
2. **Banking** – provide banking details. The direct debit request must be used to register for RBO.



Information under both tabs – 'Banking' and 'Details' must be filled out for registration to be approved.

Click **Submit**



A confirmation pop-up will load. Read the submission request and click **OK**

You will receive two emails from Consumer and Business Services:

1. Confirmation of your request
2. Registration approval/decline with further instructions

Next time you log in, you will see the landlord's identity screen.

Identity screen

Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond>

Your landlord's identity screen has two tabs:

Identities – Click on your name to load the **Landlord management console**.

This is the starting point for your RBO tasks.

Requests – list of pending or declined applications

Landlord management console

The Landlord management console is the starting point for your RBO tasks. There are **five** tabs:



1. **Details** – contains landlord's name, contact details and postal address
2. **Banking** – secure area containing landlord's banking details
3. **Member** – contains list of landlord's members, their contact details and status
4. **Bonds** – lists all bonds connected to the landlord's profile
5. **Requests** – running history of requests

Note: All requests expire within seven days.

Icons you will use to manage bonds online

-  Create new identity/information
-  Back to previous screen/add another identity
-  Financial updates
-  Request reminder token/report
-  Remove
-  Find and select existing landlord
-  Edit
-  Save
-  Close screen

Managing identities in the landlord group

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click on the **Members** tab

Add a new member

4. The new landlord screen will load
5. Fill in the new member's name and contact details
6. Click **save**.

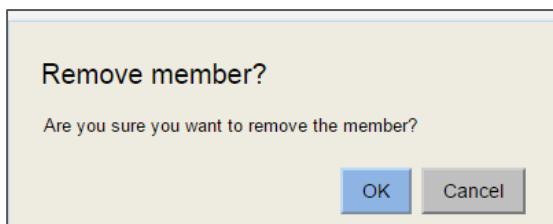


Remove a member

4. Click on the landlord's name in the list, the landlord's information will load
5. Click on the **remove** icon



6. A pop-up confirmation window will load. Select **OK** to confirm removal



Change member details

4. Click on the member's name in the list, the member's information will load
5. Click on the edit icon



6. Make the appropriate changes and click save.



Bond lodgement

Lodging a cash bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group, the **Landlord management console** will load
3. Click **Cash Bond**



4. Select the bond type from the drop down menu – residential tenancy, non-premium retirement village. The New Bond Lodgement screen will load.
5. Enter information under the following three tabs:
 - **Details** – Add rent, commencement date of the tenancy, bond and number of bedrooms at the property. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.
 - **Property** – Add the property address. You can also add an existing property using the selector icon.



- **Tenant** – use the **create** icon to add the tenant's information.



Click the **save** icon



If there is more than one tenant please create additional tenant. Click the **back arrow** icon to load a new tenant's details screen.

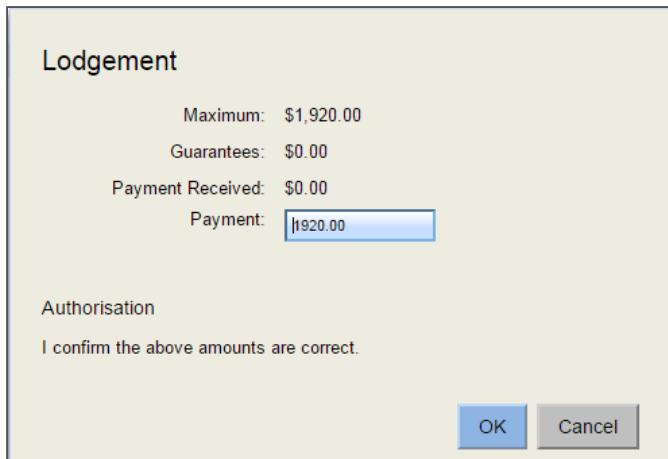


Click the **create** icon to add the additional tenant's details.



Lodging a cash bond continued

6. **Save** a draft if you haven't finished or click the **Submit** to lodge the bond.
7. Check the information on the pop-up window that loads before you click **OK**.



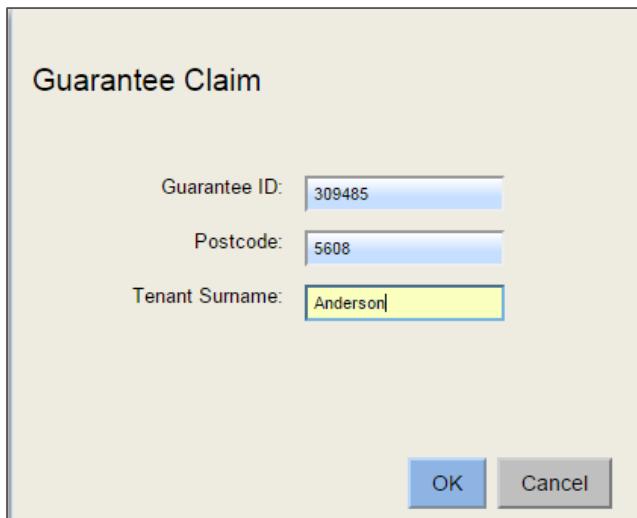
You will receive email notification of your request. A second email will confirm when the bond has been lodged.

Lodging a Housing SA bond (guarantee)

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group, the **Landlord management console** will load.
3. Click on **SAHT (Guarantee)**



4. Select the bond type from the drop down menu – residential tenancy, non-premium retirement village.
5. A guarantee claim pop up will load. Enter the guarantee number, postcode and tenant's surname. Click **OK**.



Note: Entries that have been entered incorrectly will be highlighted orange. An error message will appear if the bond has been cancelled by Housing SA.

6. Enter information in the following three tabs:
 - **Details** – Add rent, commencement date of the tenancy, bond and number of bedrooms at the property. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.
 - **Property** – this information will already be included under this tab.

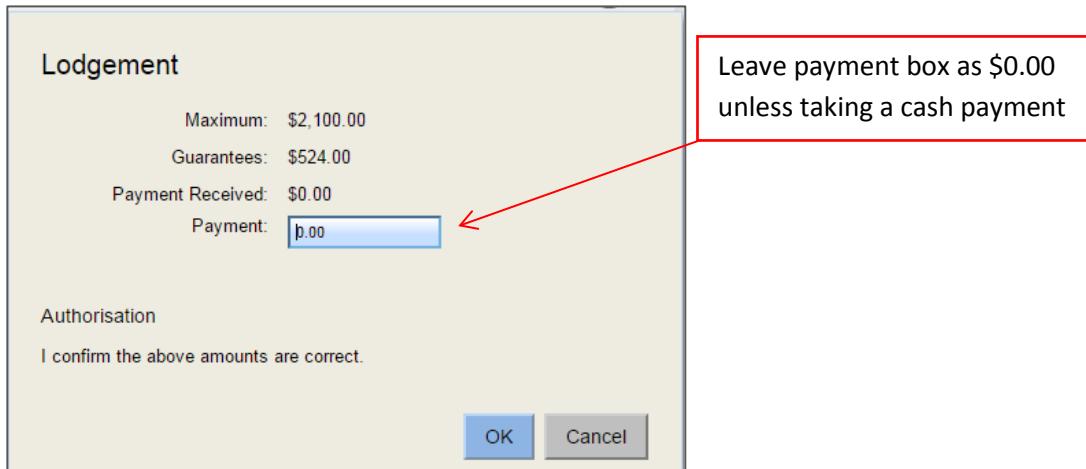
Lodging a Housing SA bond (guarantee) cont.

- **Tenant** – click on the tenant's name and the editing screen will load. Add the tenant's email address. Save updated tenant information.



Use the **back arrow** icon to access the previous screen and the **edit** icon to make changes to the tenant's information and enable the tenant to access.

7. **Save** a draft if you haven't finished or click the **Submit** to lodge the bond guarantee.
8. Check the details on the confirmation pop up that loads before you click **OK**.



You will receive email notification of your request. A second email will confirm when the bond has been lodged.

Note: If the weekly rental amount is less than the total guarantee amount, an error message will appear. Check the rental amount on the agreement.

Lodging guarantee and cash bonds

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click **New bond guarantee**
4. A 'guarantee claim' pop-up will open. Enter the guarantee number, postcode and tenant's surname and click **OK**.

Note: Entries that have been entered incorrectly will be highlighted orange.

5. Enter information in the following three tabs:

- **Details** – add rent and bond information. The maximum amount of bond allowed will automatically adjust once you enter the weekly rental amount.
- **Tenant** – click on the tenant's name and the editing screen will load. Add the tenant's email address. Save updated tenant information.



The **back arrow** icon allows you to access the previous screen. The **edit** icon allows you to update the information and enable the tenant to activate their access.



To add a new tenant, use the **create** icon on the screen that loads when you first click on the tenant tab



You can add an existing property using the **selector** icon.



- **Property** – loads automatically under this tab.

9. **Save** a draft to continue working or click the **Submit** to lodge the bond guarantee.
10. Check that the maximum amount includes the **guarantee and cash** on the confirmation pop up that loads. Click **OK**.
11. You will receive email notification of your request. A second email will confirm when the bond has been lodged.

Adding a part payment or increasing the rent amount

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Select the **Bonds** tab.



Tenancies
Landlord Management Console

Cash Bond SAHT (Guarantee) Import Bond Report

Click relevant entry

Details Banking Members Bonds Requests

ID	Details	Type	Created	Status
3960074	1 Adelaide St, Adelaide 5000; TEST	Residential Tenancy	23 OCT 2015	LODGED

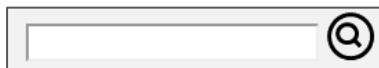
4. Select the relevant entry and the **Bonds management console** will load
5. Click on the **Payment** button.

Payment

6. Add the payment amount
7. Click **Submit**
8. A confirmation pop up window will load. Click **OK** to confirm the payment.
9. View payment, total amount lodged and the maximum payable under **Requests** tab.

Searching for a bond – source, status and task history

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Select the **Bonds** tab
4. enter any of the following in the search field
 - bond number
 - address
 - tenant's surname
 - suburb
 - postcode



5. Select the relevant entry. The **Bond management console** will load.

Add a new tenant to an existing bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click on the **Bonds** tab
4. Select the property from the list, the **Bonds management console** will load

The screenshot shows the 'Residential Bonds Online' interface. At the top, it displays 'Residential Tenancy: 1 Adelaide St, Adelaide 5000; TEST' and 'Bond Management Console'. Below this, there are four buttons: 'Payment', 'Export', 'Enable', and 'Refund'. A horizontal navigation bar contains five tabs: 'Details', 'Property', 'Tenant' (which is highlighted with a red circle), 'Requests', and 'Connection' (which has a 'NONE' status). At the bottom, there is a 'Name' field containing 'Test Test' and a 'Connection' status of 'NONE'. A large 'create' icon (+) is located in the bottom right corner of the main content area.

5. Select the **Tenant** tab
6. Click on the **create** icon



7. Add the new tenant's details
8. Click the **save** icon



Removing a tenant from a bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click on the **Bonds** tab
4. Select the tenant's name. Tenant's details will load.



Residential Bonds Online | Government of South Australia

Residential Tenancy: 1 Adelaide St, Adelaide 5000; TEST, TEST

Bond Management Console

Payment Export Enable Refund

Details Property Tenant Requests

Name

Test Test	ACTIVA...
Test Test	NONE

Connection

Note: The tenant must have activated their access to be removed from the tenancy using RBO.

Alternatively, use a [Change of tenant/resident form](#) to update the details with CBS.

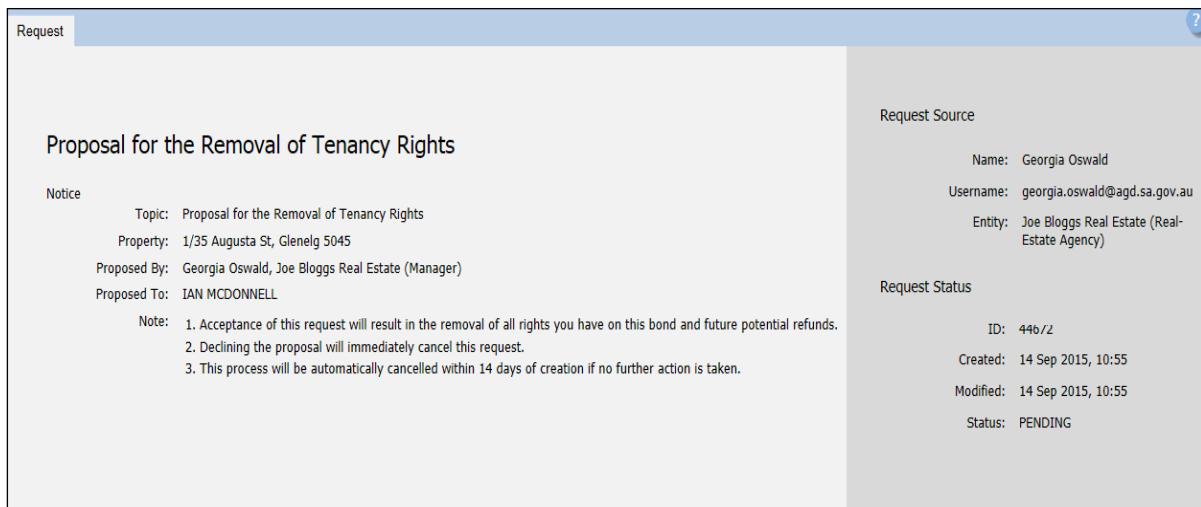
5. Click on the remove icon



6. A pop-up confirmation window will load, click **OK**

Note: clicking 'ok' finalises the request.

7. A proposal to remove a tenant will load as a request.



Request

Proposal for the Removal of Tenancy Rights

Notice

Topic: Proposal for the Removal of Tenancy Rights

Property: 1/35 Augusta St, Glenelg 5045

Proposed By: Georgia Oswald, Joe Bloggs Real Estate (Manager)

Proposed To: IAN MCDONNELL

Note:

- 1. Acceptance of this request will result in the removal of all rights you have on this bond and future potential refunds.
- 2. Declining the proposal will immediately cancel this request.
- 3. This process will be automatically cancelled within 14 days of creation if no further action is taken.

Request Source

Name: Georgia Oswald

Username: georgia.oswald@agd.sa.gov.au

Entity: Joe Bloggs Real Estate (Real-Estate Agency)

Request Status

ID: 446/2

Created: 14 Sep 2015, 10:55

Modified: 14 Sep 2015, 10:55

Status: PENDING

Removing a tenant from a bond cont.

CBS will email the tenant with the option to decline or approve the request. You will be notified by email if the tenant:

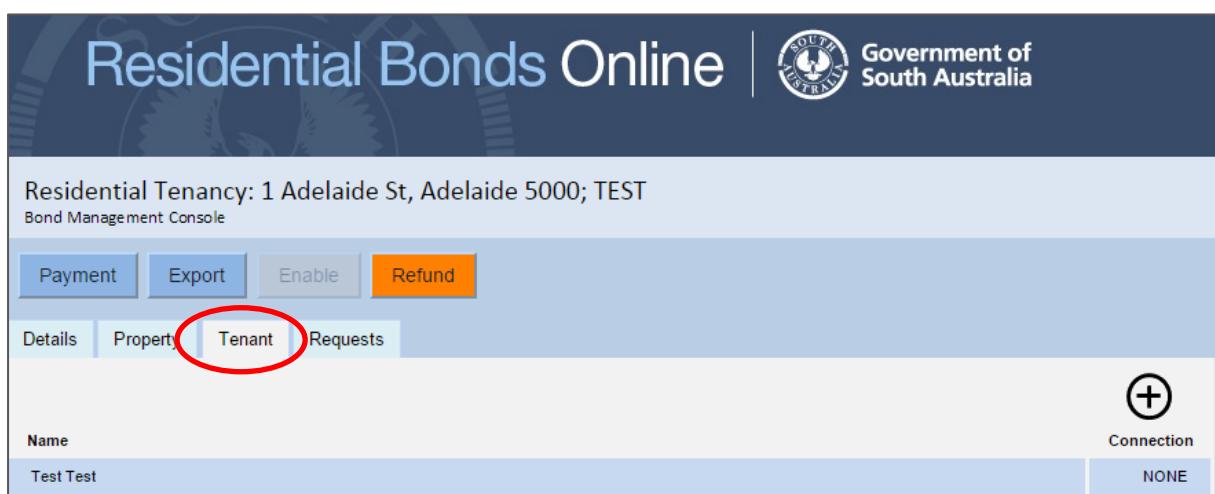
Declines – View the rejected request on RBO via the **Request** tab for that bond.

Approves – This email is confirmation that the tenant has been removed from the bond.

Does not response within 14 days – The request will time out and the landlord will need to lodge another request if needed.

Adding a forwarding address for a tenant (not activated)

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click on the **Bonds** tab
4. Select the property from the list, the **Bonds management console** will load.



5. Select the **Tenant** tab
6. Click on the **create** icon



7. Add the tenant's forwarding address
9. Click the save icon



Importing a bond

Approved/declined by agent or landlord

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond>
2. Select your landlord group
3. Click **Import Bond**



4. Enter the bond number in the **Bond ID Input field**

5. Click on the **create** icon



6. Click **Submit**

Submit

7. If you have more than one bond, click on the **create** icon after each addition.

8. A bond import list will appear under the input field.

The previous agent/landlord

The previous agent/landlord will be notified of the change by email and asked to approve/decline the request. They will need to:

1. Log in to RBO
2. Select their **Agency** or **Landlord** tab
3. Open their **Tasks** tab and click the **Approve** or **Decline** button. The confirmation pop-up will load.

The new agent/landlord will be notified of the outcome via email.

Approved – The bond number will load under the **Bonds** tab, and the **Request** tab of the landlord importing the bond.

Declined – The email will include the reason for declining the request.

Rent roll / report

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click **Report**



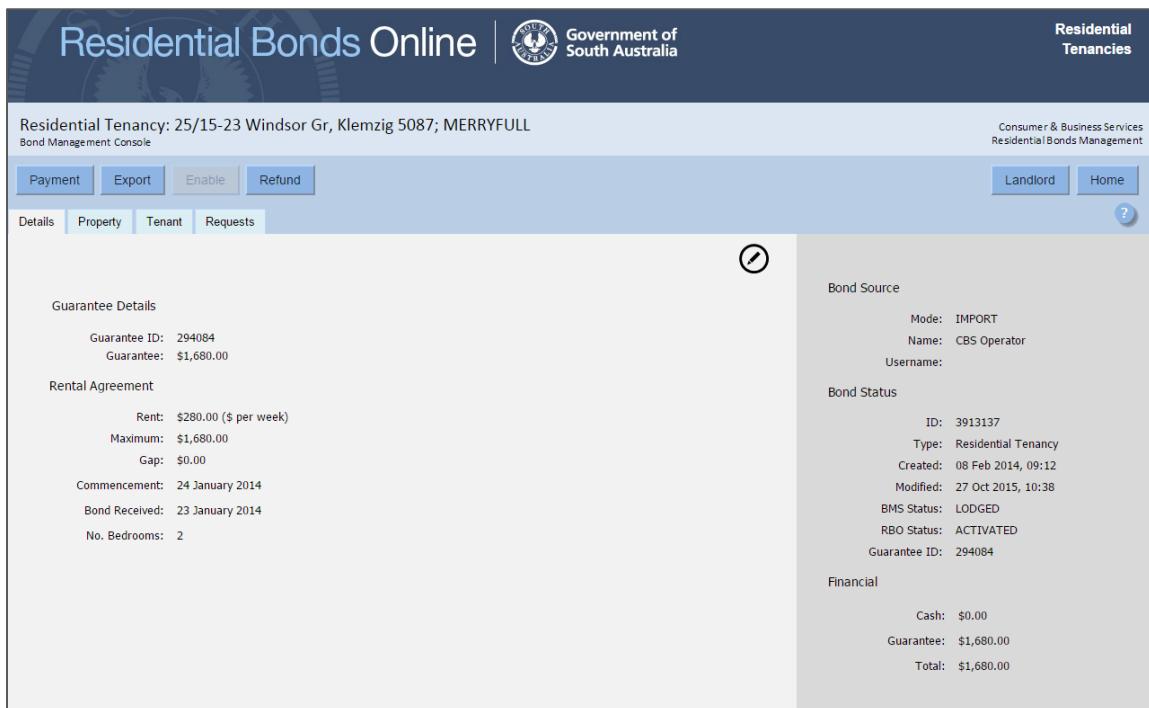
4. A new screen will load, select the **request** tab
5. Click on the relevant bond in the list, the report request details will load.
6. Click on the relevant icon to request a report.



Refunding a bond

Step 1– Accessing the bond

1. Log in to RBO – <https://tenancies.applyonline.sa.gov.au/rbo/bond/>
2. Select your landlord group
3. Click on the **Bonds** tab to access the **Bond Management Console**
4. Search for the bond using the bond number, address, tenants surname, suburb or postcode.



The screenshot shows the RBO interface. At the top, it displays the title 'Residential Bonds Online' and the 'Government of South Australia' logo. On the right, it shows 'Residential Tenancies' and 'Consumer & Business Services Residential Bonds Management'. Below the title, the 'Residential Tenancy' information is listed: '25/15-23 Windsor Gr, Klemzig 5087; MERRYFULL'. The 'Bond Management Console' tab is active. A navigation bar at the top includes 'Payment', 'Export', 'Enable', and 'Refund' buttons, with 'Refund' being highlighted. Below this, a secondary navigation bar includes 'Details', 'Property', 'Tenant', and 'Requests' buttons, with 'Details' being highlighted. The main content area is divided into sections: 'Guarantee Details' (Guarantee ID: 294084, Guarantee: \$1,680.00), 'Rental Agreement' (Rent: \$280.00 (\$ per week), Maximum: \$1,680.00, Gap: \$0.00, Commencement: 24 January 2014, Bond Received: 23 January 2014, No. Bedrooms: 2), 'Bond Source' (Mode: IMPORT, Name: CBS Operator, Username: [redacted]), 'Bond Status' (ID: 3913137, Type: Residential Tenancy, Created: 08 Feb 2014, 09:12, Modified: 27 Oct 2015, 10:38, BMS Status: LODGED, RBO Status: ACTIVATED, Guarantee ID: 294084), and 'Financial' (Cash: \$0.00, Guarantee: \$1,680.00, Total: \$1,680.00). A large orange 'Refund' button is located at the bottom left of the main content area.

5. Check if the **Refund** button is available.

Refund

A bond must be **enabled** to access refund options.

Step 2 – Enable a bond

A bond must be ‘enabled’ to access refund options.

1. Click on the **tenant** tab, then the **tenant’s name**, the editing screen will load.
2. Update the tenant’s contact information and **save**.



3. Click **Enable**

Enable

4. The tenant will receive an activation email and the refund button will be available.

Note: You will only be able to make a change to the bond once.

Step 3 – Tenant’s online status

Check the online status of the tenant – token: activated/issued/none

Activated	Refund proposal can be initiated – blue refund button. The tenant is emailed and asked to respond.
Issued	Refund proposal can be initiated – orange refund button. The proposal will automatically escalate to a Notice of Claim letter
None	Refund proposal will automatically escalate to a Notice of Claim letter – orange refund button.

Step 4 – Initiate a bond refund proposal

1. Click on **Refund** button

Refund

2. Fill out the **Claim Summary by Landlord**:

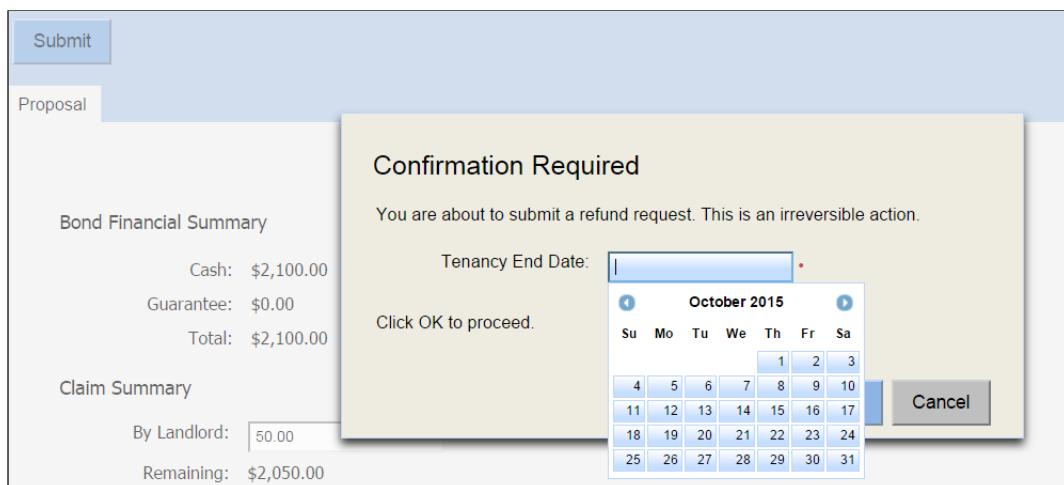
\$0.00 if no bond claimed

or

\$ amount of claim

3. Click **Submit**.

4. A confirmation pop-up window will load. Fill in the tenancy end date and click ok.

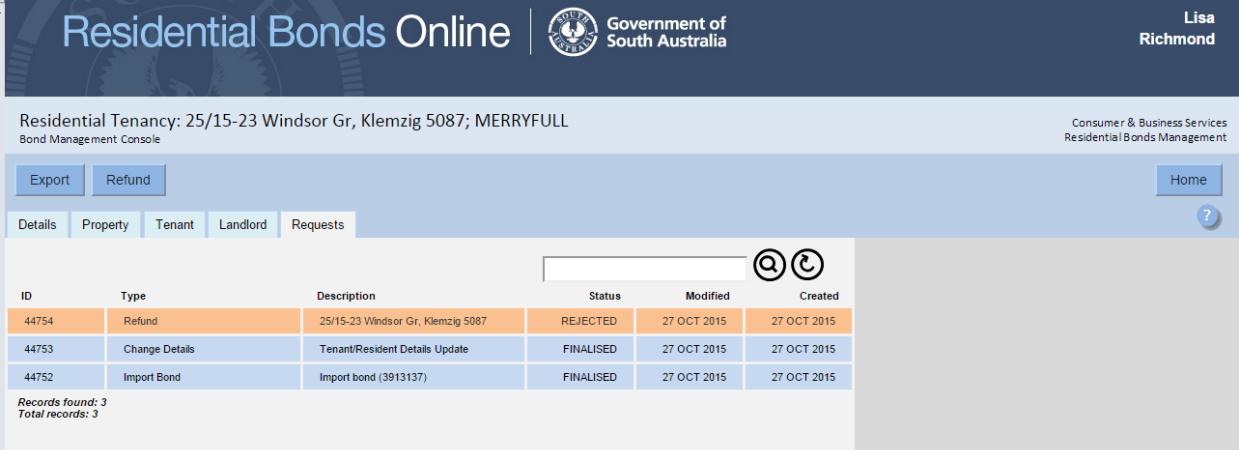


The tenant is notified of the refund proposal via email or a letter with further instructions and given **ten days** to respond.

Step 5 – Outcomes of proposal – approved / declined / no response

The tenant has ten days to respond to a refund proposal

1. **Declined** – Landlords are notified if the tenant declines the proposal. View the rejected proposal from the **Requests** tab in the **Landlord management console** (the first screen you see when you log into RBO).



ID	Type	Description	Status	Modified	Created
44754	Refund	25/15-23 Windsor Gr, Klemzig 5087	REJECTED	27 OCT 2015	27 OCT 2015
44753	Change Details	Tenant/Resident Details Update	FINALISED	27 OCT 2015	27 OCT 2015
44752	Import Bond	Import bond (3913137)	FINALISED	27 OCT 2015	27 OCT 2015

Click on the rejected proposal. The refund request page will load with two options:

- **Escalate** will initiate a Notice of Claim letter.

Escalate

- **Withdraw** will allow you to start the proposal again with the same or a reviewed amount.

Withdraw

1. **Accepted** – the landlord will receive two notification emails:

- The change of bond status to refunded
- The payment settlement is completed.

2. **No response** – the tenant is sent a Notice of Claim letter

More information

Consumer and Business Services

sa.gov.au/residentialbonds

Phone 8204 8519