

RENTING SERVICES

HOURS: 8.30am - 5.00pm Monday to Friday
TELEPHONE: **Rental Bond Information:**
133 220
Aboriginal Tenancy Information:
1800 500 330
TTY: 1300 723 404
FACSIMILE: (02) 9280 4360 / 1800 803 655 (*Outside Sydney*)
WEBSITE: www.fairtrading.nsw.gov.au

1 Rental Bond Number

You must write your Rental Bond Number on the front of this form.

2 How to claim

After the tenancy has terminated you can make a claim for a refund:

The simplest and quickest way to obtain a refund is to fax the completed claim form, including your direct deposit details, to Renting Services. Alternatively, the completed claim form can be posted to Locked Bag 19, Darlinghurst 1300 or lodged through any Fair Trading Centre.

Landlords or managing agents should show the total amount of loss incurred, even if this is in excess of the amount lodged.

3 Disputes

Where agreement cannot be reached or where the tenant or landlord cannot be located, claims can be made solely by the tenant or landlord/managing agent. Renting Services will send a "Notice of Claim" to the other party. If Renting Services is not notified within 14 days of the issue of the Notice that the recipient has applied for a Consumer, Trader and Tenancy Tribunal hearing, the bond will be refunded as directed by the first claim form processed.

4 Refund methods

Our office does not issue individual payments to co-tenants. Refunds are made by:

(a) Direct Deposit

- Your refund will be in your account 2 working days after receipt if you give us the correct details for your bank, credit union or building society account (including the BSB and Account number).
- **Direct deposits cannot be made to credit card accounts or to card numbers or overseas accounts.**
- All tenants should sign the claim form if the refund is to be paid into an account that is not in all the tenants names.
- Please also provide a forwarding address. If we are unable to process the direct deposit we can then post a cheque to that address.

(b) Cheque

Refunds paid by cheque will be posted to the payee's address as shown on the front of this form.

5 Disclosure of Information

Information provided on this form may be disclosed to lawfully authorised government agencies upon demand.

**IT IS AN OFFENCE TO MAKE A FALSE OR MISLEADING STATEMENT
WHEN MAKING A CLAIM FOR REFUND OF BOND MONEY.**