

## Fuel supply update

The Commonwealth National Fuel Security Plan setting is level 2. Fuel supply continues to operate, but some local supplies are disrupted.

### Fuel update for NSW

[\(/driving-boating-and-transport/fuel-update-for-nsw\)](#)



Language



MyServiceNSW

[\(https://account.service.nsw.gov.au/\)](https://account.service.nsw.gov.au/)

# Rental Bonds Online for tenants

Rental Bonds Online helps tenants lodge and claim bond money securely and easily.

## On this page

### [Log in to Rental Bonds Online](#)

[\(#toc-log-in-to-rental-bonds-online\)](#)

### [Steps to signing up](#)

[\(#toc-steps-to-signing-up\)](#)

### [What you need to access Rental Bonds Online](#)

[\(#toc-what-you-need-to-access-rental-bonds-online\)](#)

### [Dealing with bond disputes](#)

[\(#toc-dealing-with-bond-disputes\)](#)

### [Related information](#)

[\(#toc-related-information\)](#)

# Log in to Rental Bonds Online

## Tenants' log in

(<https://rbo.fairtrading.nsw.gov.au/tenant/login>)

Rental Bonds Online is a fast and convenient way to:

- lodge, view and claim rental bonds online without having to send cheques and paper forms
- receive email and SMS phone notifications confirming what is happening to a rental bond
- view notifications and key tasks that require action within Rental Bonds Online.

## Steps to signing up

Your property agent

(/housing-and-construction/renting-a-place-to-live/residential-rental-bonds/rental-bonds-online-for-property-agents)

or self-managing landlord

(/housing-and-construction/landlords/rental-bonds-online-for-landlords)

must be registered with Rental Bonds Online and offer the service to you as the first option to lodge your rental bond. You can also ask for a paper-based lodgement form if you prefer. Once you have an account, you can self-manage your information and make bond claims using Rental Bonds Online.

Make sure you have:

- ✓ details of the bond amount to be paid (as agreed with your landlord/agent) – however, it cannot be more than 4 weeks rent
- ✓ your email address
- ✓ your mobile number or a phone number capable of receiving SMS messages
- ✓ access to the internet (using a standard browser such as Microsoft Edge, Firefox, Chrome or Safari)
- ✓ the ability to pay your bond by Visa, Mastercard or BPAY
- ✓ your bank account details (BSB and account number) with an Australian financial institution, usually a bank or credit union.

Next you will need to:

- ✓ Give your email address to your agent (or private landlord).
- ✓ Receive an email from Rental Bonds Online with instructions and a link to the secure Rental Bonds Online website.
- ✓ Follow the instructions to create an account and pay your bond. This should take less than 10 minutes.

Once the bond money is received, NSW Fair Trading will issue you a receipt and immediately notify your agent or private landlord.

Your agent or landlord will then arrange for you to sign the tenancy agreement.

## What you need to access Rental Bonds Online

To access, manage and update your Rental Bonds Online account, you will need:

- your Rental Bonds Online login ID and password
- your mobile phone
- your security questions and answers.

To authenticate your login, Rental Bonds Online will send a security code via SMS to your mobile phone number.

**Tip:** keep your Rental Bonds Online details up to date so that you can quickly access and manage your bond.

## Dealing with bond disputes

Find out [how to deal with a dispute about rental bond refunds](#)

[\(/housing-and-construction/renting-a-place-to-live/residential-rental-bonds/dealing-bond-disputes-for-tenants\)](#)

. Learn when a landlord or agent can make a claim, how to accept or dispute that claim and what to do if there is a disagreement.

## Contact Rental Bonds

Rental Bonds Online is a secure digital service to lodge, manage and refund rental bonds held by NSW Fair Trading.

**Postal address:** Rental Bonds, Locked Bag 9000, Grafton NSW 2460

### Getting help inside Rental Bonds Online

Find the Rental Bonds Online Help section in the top right corner of your screen when you are logged in. If you need more help, you can contact Rental Bonds Online Security and Support.

#### Rental Bonds Online support:

**[rbosupport@customerservice.nsw.gov.au](mailto:rbosupport@customerservice.nsw.gov.au)**

(mailto:rbosupport@customerservice.nsw.gov.au)

#### Rental bond claims:

**[bondclaims@customerservice.nsw.gov.au](mailto:bondclaims@customerservice.nsw.gov.au)**

(mailto:bondclaims@customerservice.nsw.gov.au)

#### Phone:

**1800 990 724** Monday to Friday. 8:30am-5:00pm

(tel:1800 990 724)

#### Tenants:

**[Log in to Rental Bonds Online](https://rbo.fairtrading.nsw.gov.au/Tenant/Login)**

(<https://rbo.fairtrading.nsw.gov.au/Tenant/Login>)

#### Agents and landlords:

**[Log in to Rental Bonds Online](https://rbo.fairtrading.nsw.gov.au/agent/login)**

(<https://rbo.fairtrading.nsw.gov.au/agent/login>)

## Related information

#### **[Rental Bonds Online for property agents](#)**

(/housing-and-construction/renting-a-place-to-live/residential-rental-bonds/rental-bonds-online-for-property-agents)

#### **[Rental Bonds Online for self-managing landlords](#)**

(/housing-and-construction/landlords/rental-bonds-online-for-landlords)

**Retail rental bonds**

(/business-and-economy/running-a-business/renting-a-property-for-business/retail-leases/retail-rental-bonds)