

IMPORTANT INFORMATION

Who do I contact for assistance?

Rental Bonds: NSW Fair Trading provides the custodial service for rental bonds on residential tenancies, under the *Landlord and Tenant (Rental Bonds) Act 1977*, on behalf of the Rental Bond Board.

Enquiries about rental bonds and residential tenancy matters should be directed to the Fair Trading Information Centre on 13 32 20.

Retail Tenancy Security Bonds: NSW Fair Trading also undertakes the lodgement, custody and refund functions for security bonds on retail tenancies, under the *Retail Leases Act 1994*, on behalf of the Retail Tenancy Unit.

Enquiries about the custody or refund of retail tenancy security bonds should be directed to the Fair Trading Information Centre on 13 32 20.

Enquiries about more complex retail tenancy matters should be directed to the Retail Tenancy Unit on 1300 795 534.

Bond Number

On the front of this form you will find details of the rental bond or retail tenancy security bond which has been lodged with our office. If any of this information is not correct, please contact us. Also, if any details change during the tenancy, you should contact us. It is important to quote the Bond Number in all contact with our office.

Interest

Interest is calculated at the end of each month on rental bonds and retail tenancy security bonds held for the full calendar month. Interest accumulates during the tenancy and forms part of the bond. It is paid with the refund of the bond.

Bond Refunds

At the end of the tenancy a *Claim for Refund of Bond Money* should be completed as soon as possible after final inspection of the premises. If both parties are in agreement, the claim form should be completed, signed and dated by the tenant/s and by the landlord or managing agent.

Forms are available from your real estate agent, NSW Fair Trading or Retail Tenancy Unit (for retail tenancy security bonds only).

What happens if there is disagreement?

When agreement cannot be reached on the refund of the bond, the tenant/s or landlord may send in a claim form without the signature of the other party as consent. Each party to the bond has this right.

What do I do if I receive a Notice of Claim?

Our office acts upon the first correctly completed claim form received. On receipt of a claim, our office will send the other party a *Notice of Claim*, allowing them 14 days to dispute the claim. If a reply is not received within this period the claim will be paid in accordance with the instructions on the claim form.

How is the bond refunded?

Our office can deposit your money directly into your bank account. This saves postal and cheque clearance times, allowing you to withdraw the money from your account within 2 days of our office receiving the claim, or within 20 days if the claim has been subject to a Notice of Claim.

Things to Remember

- Read the directions on the back of the claim form before signing.
- Never sign a *blank or incomplete* form.
- Never sign a claim *before the end* of a tenancy.
- Quote the *Bond Number* when contacting us.

Disclosure of Information

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

تجد معلومات إضافية بالعربية حول الهيئة
من خدمة الترجمة الشفوية على الرقم:

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如想獲得有關本局的中文資料，請電
傳譯服務查詢，電話 131 450
或

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ΓΙΑ ΤΗΝ ΕΠΙΤΡΟΠΗ ΑΥΤΗ ΕΤΑ ΕΛΛΗΝΙΚΑ ΑΠΟ ΤΗΝ
ΥΠΗΡΕΣΙΑ ΔΙΕΡΜΗΝΕΩΝ ΕΤΟ ΤΗΝΕΦΩΝΟ 131 450

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ЗА ДАЛВНЕЙШЕЙ ИНФОРМАЦИЕЙ НА РУССКОМ ЯЗЫКЕ ОБ
УПРАВЛЕНИИ ОБРАЩАЙТЕСЬ ПОЖАЛУЙСТА, В ПЕРЕВОДЧЕСКУЮ
СЛУЖБУ ПО ТЕЛЕФОНУ 131 450

SE PUEDE OBTENER MAYOR INFORMACIÓN SOBRE
LA JUNTA, EN EL IDIOMA ESPAÑOL, LLAMANDO AL
SERVICIO DE INTÉRPRETES AL 131 450

MUỘN BIẾT THÊM CHI TIẾT VỀ ỦY BAN QUẢN TRỊ TIỀN
KÝ QUÍ THUẾ NHÀ, XIN LIÊN LẠC VỚI BAN THỐNG
DỊCH ĐIỆN THOẠI Ở SỐ 131 450