

CONSUMER AFFAIRS

UNCLAIMED RESIDENTIAL TENANCY BONDS

BACKGROUND

A bond or security deposit is usually required to be paid by a tenant to a landlord on entering into a residential tenancy agreement; the amount of the bond must not be greater than 4 weeks rent.

At the end of the tenancy the bond must be returned in full to the tenant unless there are claims against it due to, for example, non-payment of rent and cleaning and repair costs at the property.

Sometimes, however, if the tenant has not provided a forwarding address to the landlord or agent, or for some other reason the bond has not been paid (e.g. a bond cheque may not have been cashed), and the landlord or agent has had possession of the bond for 6 months after the end of the lease, the bond is required to be transferred to the Tenancy Trust Account, administered by the Commissioner of Tenancies. This money is then available for claim by the tenant.

CLAIMING A BOND

If you believe that a bond owed to you is being held by the Commissioner of Tenancies, you can use the search facility provided on the Consumer Affairs' website to see if your details match those held by the Commissioner.

You will first need to enter your surname in the search frame and click 'Enter'; if your name is in the database the suburb of the tenancy applicable to your surname and initials will appear.

If you believe that the address is your past tenancy and you did not receive your bond, you can claim it by completing the **claim form** (link) and sending it to Consumer Affairs at GPO Box 1722 Darwin NT 0801, by fax 0889357727 or by email to consumer@nt.gov.au:

If the bond is recorded on the database in two or more names, you will only be entitled to an equal proportion of the bond unless you can provide a bond receipt made out in your name alone, or provide a letter of authorisation, from the other contributors to the bond, with a copy of his/her drivers licence or other I.D.

If the information you provide satisfies the Commissioner that you are indeed the rightful owner of the bond held in trust, you will be required to complete an authorisation form to enable payment of the bond by bank transfer or cheque.

If you require more information on the application process, contact Consumer Affairs on 1800 019 319 or email consumer@nt.gov.au.

For further information contact Consumer Affairs

Old Admiralty Towers, 68 The Esplanade, GPO Box 1722, Darwin NT 0801
Ph: 08 8999 1999 - Fax: 08 8935 7727

or

Level 1, Belvedere House, Parsons Street, PO Box 1745 Alice Springs NT 0871
Telephone: 08 8951 8606 Fax: 08 8951 5442

or phone 1800 019 319

Email: consumer@nt.gov.au

Web site: consumeraffairs.nt.gov.au

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