Landlord instruction manual

Consumer and Business Services

Residential Bonds Online

Government of South Australia
Attorney-General's Department

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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
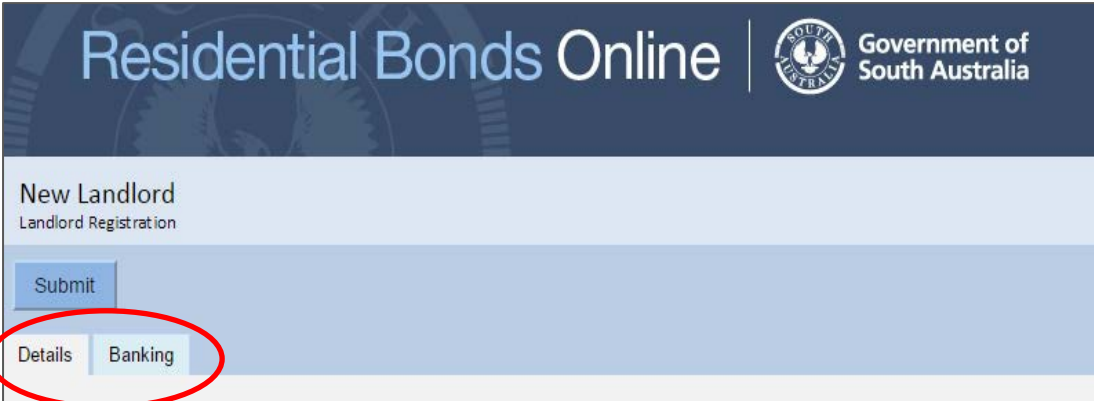
Setting up an landlord profile

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.

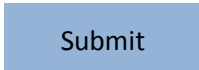The registration screen has two tabs:

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:
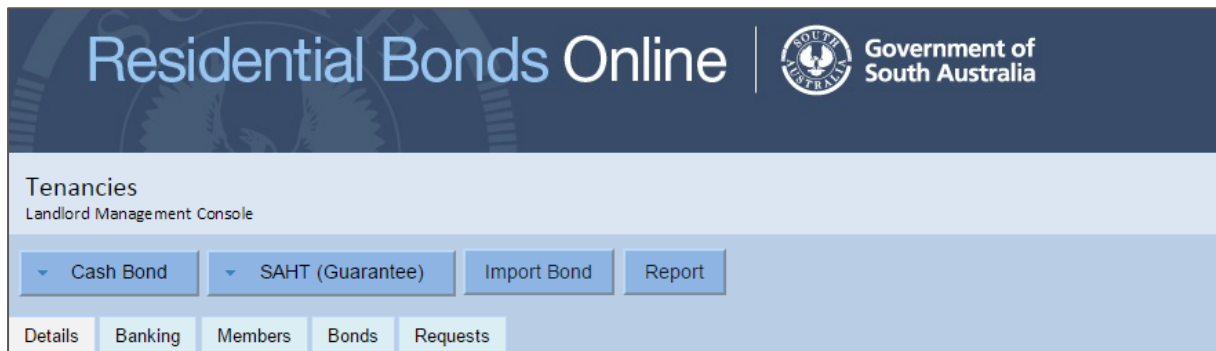
Identities – Click on your name to load the **Landlord management console**.
                        This is the starting point for your RBO tasks.

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

Remove member?

Are you sure you want to remove the member?

OK   Cancel
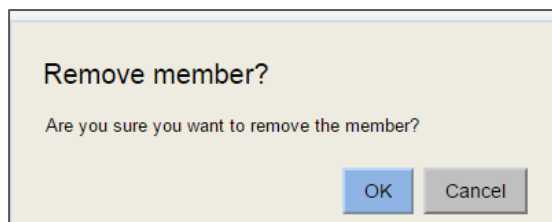
Change member details

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

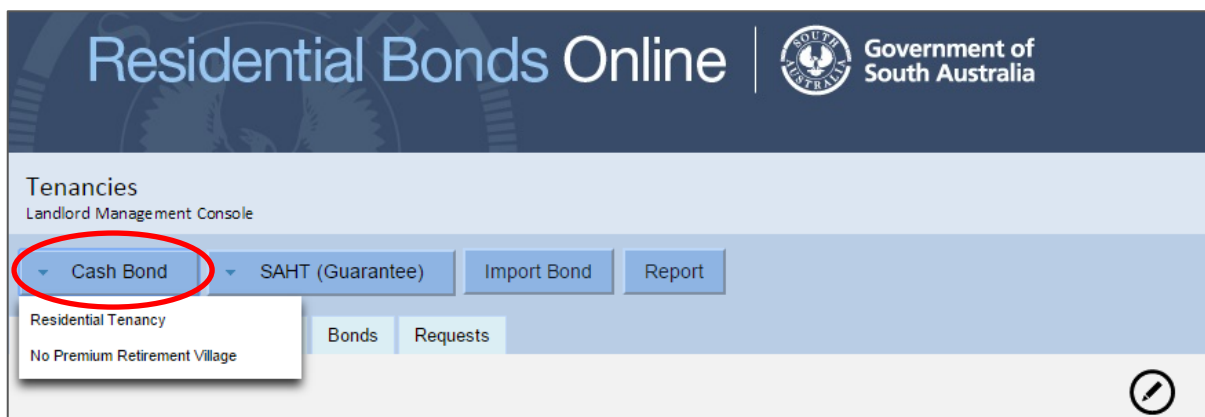6. Make the appropriate changes and click save.

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**.

Lodgement

Maximum:	$1,920.00
Guarantees:	$0.00
Payment Received:	$0.00
Payment:	1920.00

Authorisation

I confirm the above amounts are correct.

OK Cancel

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.

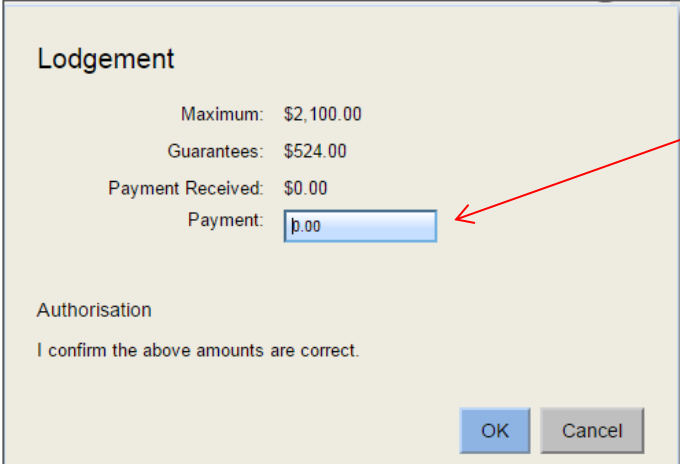- **Property** – this information will already be included under this tab.

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**.

Lodgement

Maximum:	$2,100.00
Guarantees:	$524.00
Payment Received:	$0.00
Payment:	0.00

Leave payment box as $0.00 unless taking a cash payment

Authorisation

I confirm the above amounts are correct.

OK   Cancel

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
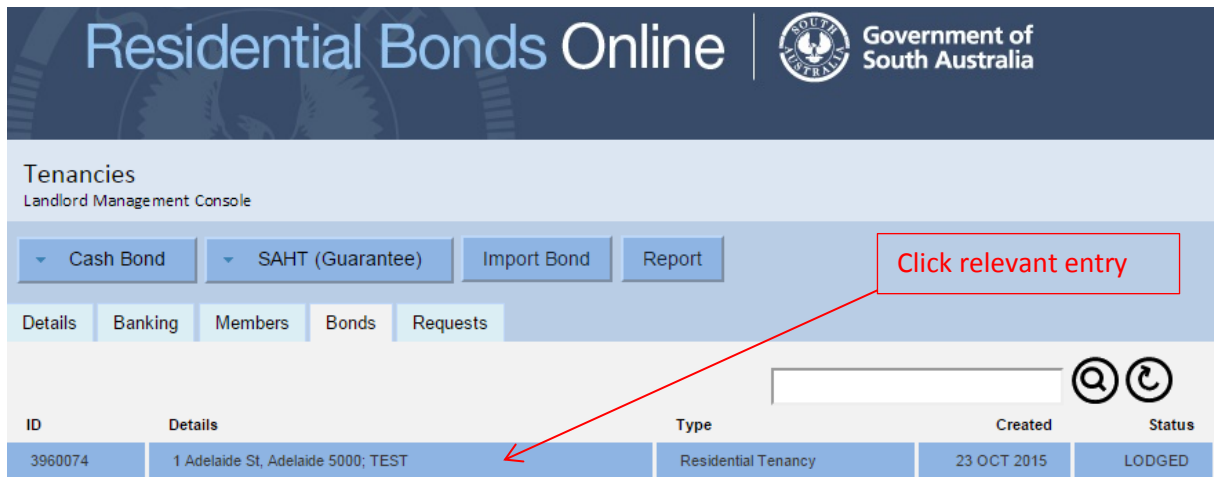

     You can add an existing property using the **selector** icon.

   - **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.

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

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.

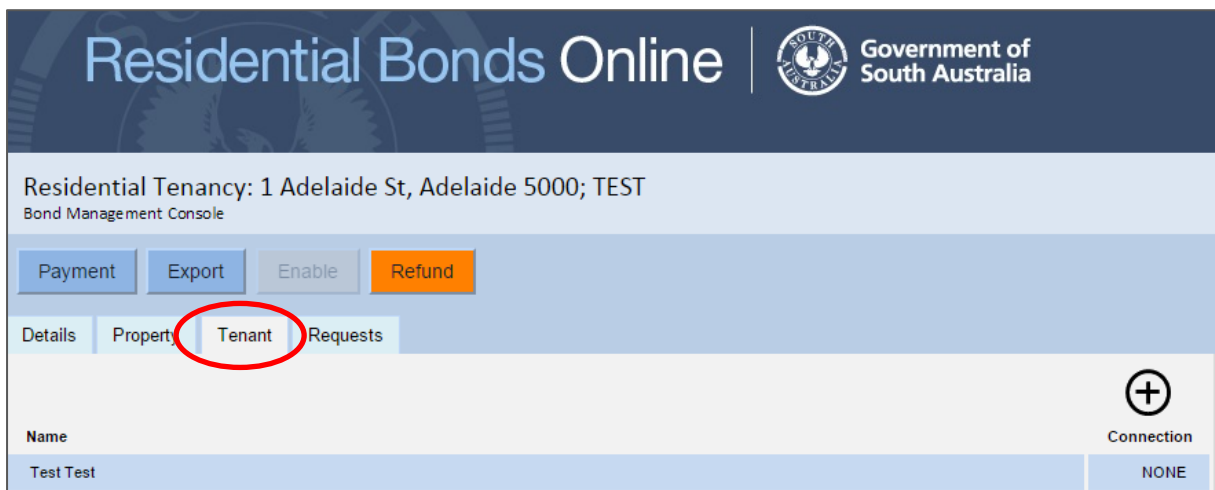# Searching for a bond – source, status and task history

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

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.

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.

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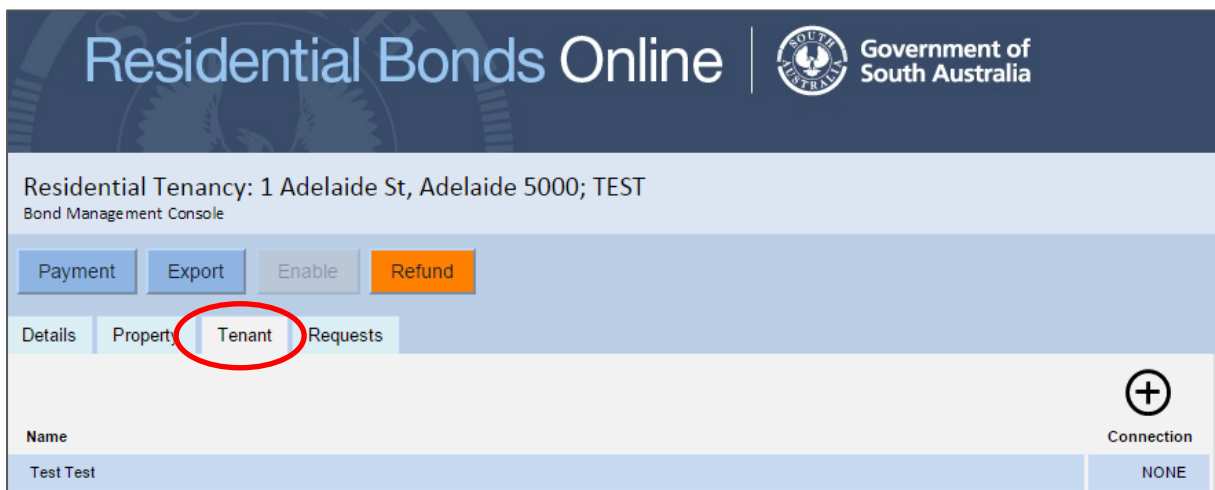
5. Select the **Tenant** tab
6. Click on the **create** icon

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

Importing a bond
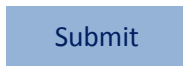## Approved/declined by agent or landlord

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**

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.

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**

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.

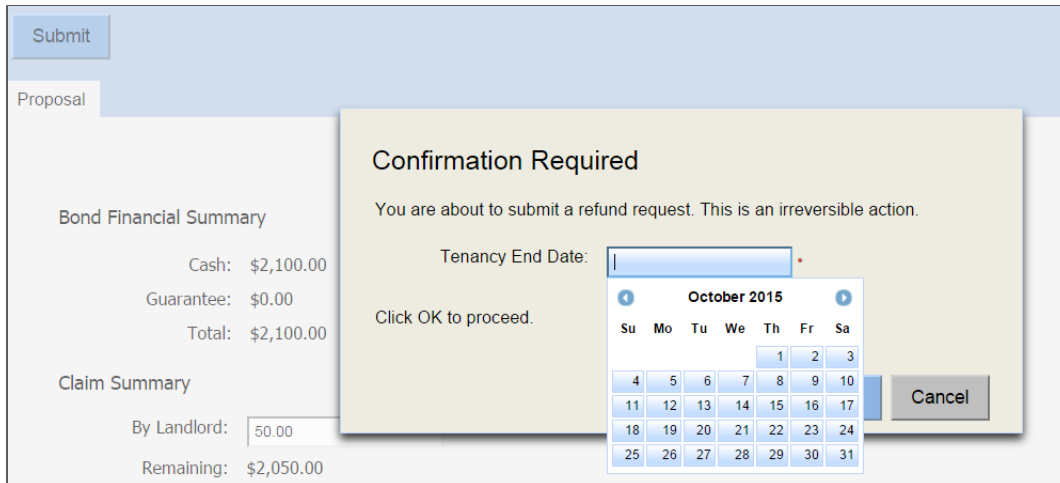# Step 4 – Initiate a bond refund proposal

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.**

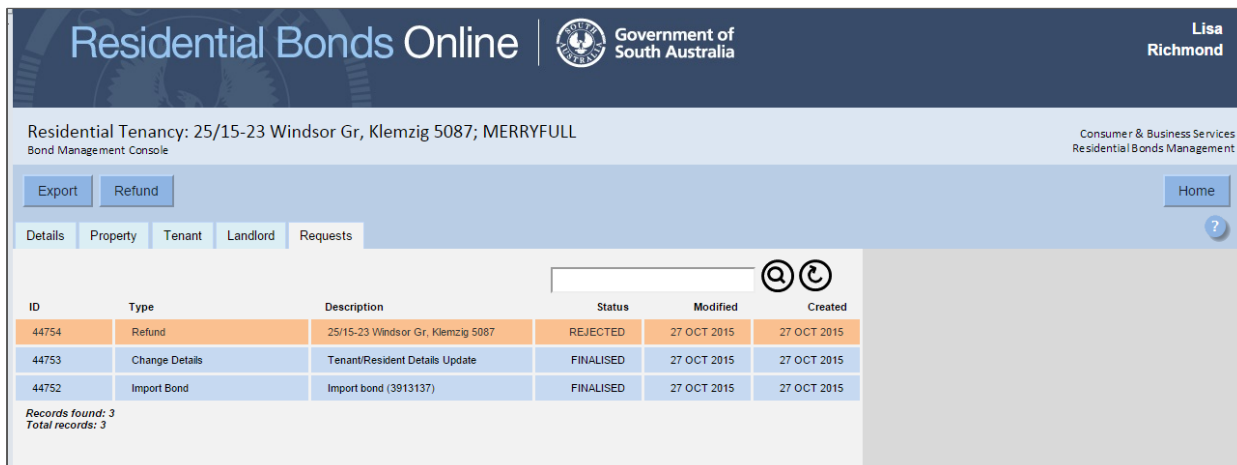4. A confirmation pop-up window will load. Fill in the tenancy end date and click ok.

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).

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

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More information

Consumer and Business Services

sa.gov.au/residentialbonds

Phone 8204 8519