

# Residential Bonds (RBO)

## Information for Agents

Residential Bonds Online (RBO) is an online system used by agents, landlords and tenants all over South Australia to manage rental bond and tenancy information. RBO allows parties of a tenancy transact quickly and easily on the go without the need for paper forms.

### Check the status of a bond

If you have a bond number you can check the status of the relevant bond at any time by visiting <https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php> If you do not have a bond number you can enter the below details in the system and it will provide you with the bond number and the status.

- tenancy postcode
- street name
- tenant surname
- landlord surname or agency name.

### Digital Verification System (DVS)

For tenants to access RBO they must have their identities verified through the Commonwealth Government's DVS. DVS has been implemented to provide an extra layer of security to our systems.

For more information about DVS including the types of identification that are accepted by the DVS system please visit <https://www.sa.gov.au/topics/housing/renting-and-letting/residential-bonds/residential-bonds-online-service>

### How to import a bond

To transfer a manual bond into your RBO account you will require the bond number. If you do not have the bond number you can obtain this by visiting <https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php> Once you have the bond number, follow the below steps to import the bond:

- log in to RBO
- click 'Import'
- enter the seven digit bond number
- click 'Add' and the 'Submit'.

If the request is sent to CBS for approval, you will be notified of the outcome within 48 hours. Other managing entities have 10 days to action the request.

### How to update a tenant's email and send a new email token to activate their account

To update a tenant's email address at any time:

- log in to RBO
- click the tenant tab and 'edit'
- enter the new email address
- click 'save'.

An email token will be sent to your tenant inviting them to create and activate an RBO account.

If the tenant has not received an RBO login email or their link has expired, you can re-issue the email token by:

- log in to RBO
- double check their email address is correct in the tenant tab
- click the 'issue token' button.

### How to tell if a tenant is active online

Simply log in to RBO and locate the relevant bond information for your tenant.

If a tenant has activated their RBO account, the refund button will be red and communication with the tenant can occur through RBO.

If the refund button is orange the tenant is not active online. The process will move to a manual Notice of Claim letter where the tenant must respond disputing or non-disputing your request.

### Bond refund requests - counter offers

Opposing parties to a bond refund request may submit a counter offer. This is a new process designed to give parties greater ability to negotiate and reach resolution without the need for the matter to be referred to SACAT.

Each counter offer request made through RBO has a timeframe of 10 days. More than one counter offer can be made. Once a party rejects an offer the opposing party will have the choice of withdrawing their offer or escalating the claim to SACAT. This means that the matter will no longer sit with CBS.

Once SACAT makes an order, CBS will release the bond.

### Silent tenants

If the tenant does not accept the refund claim within 10 days or is not active when submitting a bond refund you must complete the silent tenant process and submit evidence/ documents in support of your claim. For information about the silent tenant process please visit <https://www.sa.gov.au/>

### Unclaimed bond monies

If a tenant is not active online when a bond refund is submitted, the tenant's funds will be held by CBS. To claim their bond, the tenant will need to visit <https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php> to complete and submit the EFT/Declaration form(s) to CBS.

### Contact us

#### Phone

131 882  
Monday to Friday 9.00am to 5.00pm

#### Customer Service Centre

91 Grenfell St ADELAIDE 5001  
Monday to Friday 9.00am to 5.00pm

