Residential Bonds (RBO)
Information for Landlords/Proprietors

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.

How to create a landlord identity

To get started visit https://tenancies.applyonline.sa.gov.au/rbo/bond/

You will be prompted to enter a few personal/contact details and set up a username and password. When you have completed this step you will receive a welcome email inviting you to log into your personal RBO account.

- log in to RBO
- click your name on the top right hand corner, choose Landlord or Proprietor.
- submit your application to CBS for review and approval. You will receive an email regarding the outcome within 48 hours. If approved you are then able to lodge and refund your bonds through the online system at any time. If your application is rejected you must submit a new application including the correct details required.

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.

If the Enable button is red you are able to amend the tenant's email address and send an email token to activate their account. Once the email is updated, click enable and this will activate the bond itself.

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

To update your tenant's email address:

- 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.

If the bond is enabled, submit your email update request via https://www.sa.gov.au/topics/housing/renting-and-letting/residential-bonds/update-or-add-your-email-address-to-rbo

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 offer 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/

Contact us

Phone

131 882
Monday to Friday 9.00am to 4.30pm