



**Consumer and  
Business Services**

# **Landlord instruction manual**

## **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](http://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.

A screenshot of the Residential Bonds Online login page. The header features the text 'Residential Bonds Online' and the Government of South Australia logo. Below the header, there are three buttons: 'Register', 'Forgot Username', and 'Forgot Password'. A 'Login' button is also present. The main form area contains fields for 'Username:' and 'Password:', followed by a 'Login' button. At the bottom, there is a CAPTCHA challenge with the text '2200' and 'Calle', a text input field, and a 'reCAPTCHA' logo. A 'Privacy & Terms' link is also visible.

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

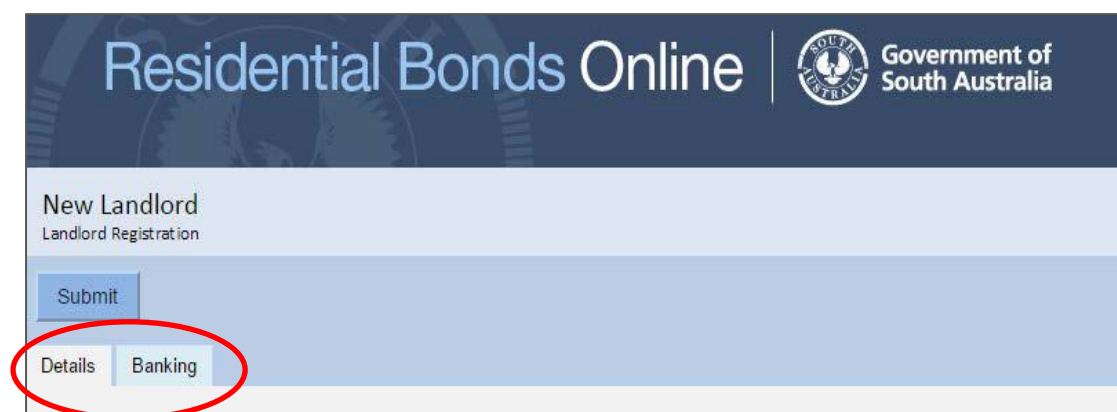
Log in to Residential Bonds Online (RBO) –

<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.

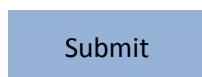
The registration screen has two tabs:

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**.

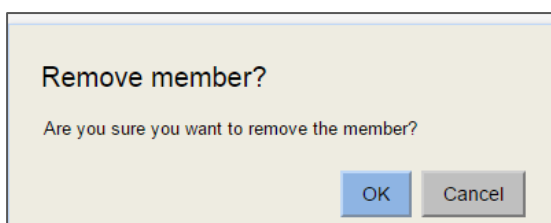


## Remove a member

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



## 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:

Authorisation  
I confirm the above amounts are correct.

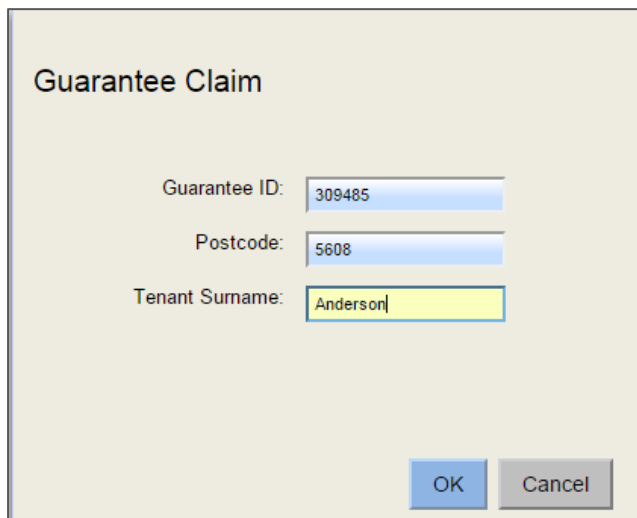
You will receive email notification of your request. A second email will confirm when the bond has been lodged.

## 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**.

The image shows a 'Guarantee Claim' pop-up form. It has a title 'Guarantee Claim' at the top. Below the title, there are three input fields: 'Guarantee ID' with the value '309485', 'Postcode' with the value '5608', and 'Tenant Surname' with the value 'Anderson'. At the bottom of the form, there are two buttons: 'OK' and 'Cancel'.

**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.

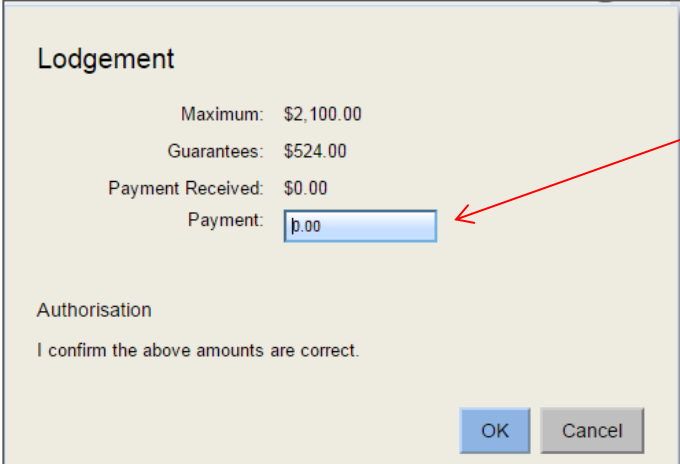
- **Tenant** – click on the tenant’s name and the editing screen will load. Add the tenant’s email address. Save updated tenant information.



Use the **back arrow** icon to access the previous screen and the **edit** icon to make

activate their   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**.



The image shows a 'Lodgement' confirmation dialog box. It contains the following text: 'Maximum: \$2,100.00', 'Guarantees: \$524.00', 'Payment Received: \$0.00', and 'Payment: \$0.00'. The 'Payment' field is a text input box with a blue border and a blue background, containing the value '\$0.00'. A red arrow points from a red-bordered text box to the 'Payment' field. The text box contains the text: 'Leave payment box as \$0.00 unless taking a cash payment'. Below the 'Payment' field is the 'Authorisation' section, which says 'I confirm the above amounts are correct.' At the bottom right of the dialog box are two buttons: 'OK' and '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.



The screenshot shows the 'Residential Bonds Online' interface for the Government of South Australia. The page title is 'Tenancies Landlord Management Console'. There are navigation tabs for 'Cash Bond', 'SAHT (Guarantee)', 'Import Bond', and 'Report'. Below these are sub-tabs for 'Details', 'Banking', 'Members', 'Bonds', and 'Requests'. A table lists tenancy entries with columns for ID, Details, Type, Created, and Status. A red box highlights the 'Bonds' tab, and a red arrow points to the first entry in the table.

ID	Details	Type	Created	Status
3960074	1 Adelaide St, Adelaide 5000; TEST	Residential Tenancy	23 OCT 2015	LODGED

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

Payment

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.

Residential Bonds Online | Government of South Australia

Residential Tenancy: 1 Adelaide St, Adelaide 5000; TEST, TEST  
Bond Management Console

Payment Export Enable Refund

Details Property Tenant Requests

Name	Connection
Test Test	ACTIVA...
Test Test	NONE

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.

Request

### Proposal for the Removal of Tenancy Rights

Notice

Topic: Proposal for the Removal of Tenancy Rights  
Property: 1/35 Augusta St, Glenelg 5045  
Proposed By: Georgia Oswald, Joe Bloggs Real Estate (Manager)  
Proposed To: IAN MCDONNELL

Note:

1. Acceptance of this request will result in the removal of all rights you have on this bond and future potential refunds.
2. Declining the proposal will immediately cancel this request.
3. This process will be automatically cancelled within 14 days of creation if no further action is taken.

Request Source

Name: Georgia Oswald  
Username: georgia.oswald@agd.sa.gov.au  
Entity: Joe Bloggs Real Estate (Real-Estate Agency)

Request Status

ID: 446/2  
Created: 14 Sep 2015, 10:55  
Modified: 14 Sep 2015, 10:55  
Status: PENDING

## 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.

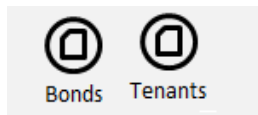
**Declined** – The email will include the reason for declining the request.

## 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.

The screenshot displays the 'Residential Bonds Online' interface for the Government of South Australia. The page title is 'Residential Tenancy: 25/15-23 Windsor Gr, Klemzig 5087; MERRYFULL'. The 'Bond Management Console' is active, showing tabs for 'Payment', 'Export', 'Enable', and 'Refund'. A red arrow points to the 'Refund' button, which is highlighted in orange. A red box with the text 'Bond is not enabled' is overlaid on the 'Enable' button. The 'Refund' button is also highlighted in orange. The page includes sections for 'Guarantee Details', 'Rental Agreement', 'Bond Source', 'Bond Status', and 'Financial'.

Section	Field	Value
Guarantee Details	Guarantee ID:	294084
	Guarantee:	\$1,680.00
Rental Agreement	Rent:	\$280.00 (\$ per week)
	Maximum:	\$1,680.00
	Gap:	\$0.00
	Commencement:	24 January 2014
	Bond Received:	23 January 2014
	No. Bedrooms:	2
Bond Source	Mode:	IMPORT
	Name:	CBS Operator
	Username:	
Bond Status	ID:	3913137
	Type:	Residential Tenancy
	Created:	08 Feb 2014, 09:12
	Modified:	27 Oct 2015, 10:38
	BMS Status:	LODGED
Financial	Cash:	\$0.00
	Guarantee:	\$1,680.00
	Total:	\$1,680.00

5. Check if the **Refund** button is available.

Refund

A bond must be **enabled** to access refund options.

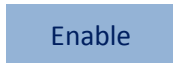
## Step 2 – Enable a bond

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*

<b>Activated</b>	Refund proposal can be initiated – blue refund button. The tenant is emailed and asked to respond.
<b>Issued</b>	Refund proposal can be initiated – orange refund button. The proposal will automatically escalate to a Notice of Claim letter
<b>None</b>	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



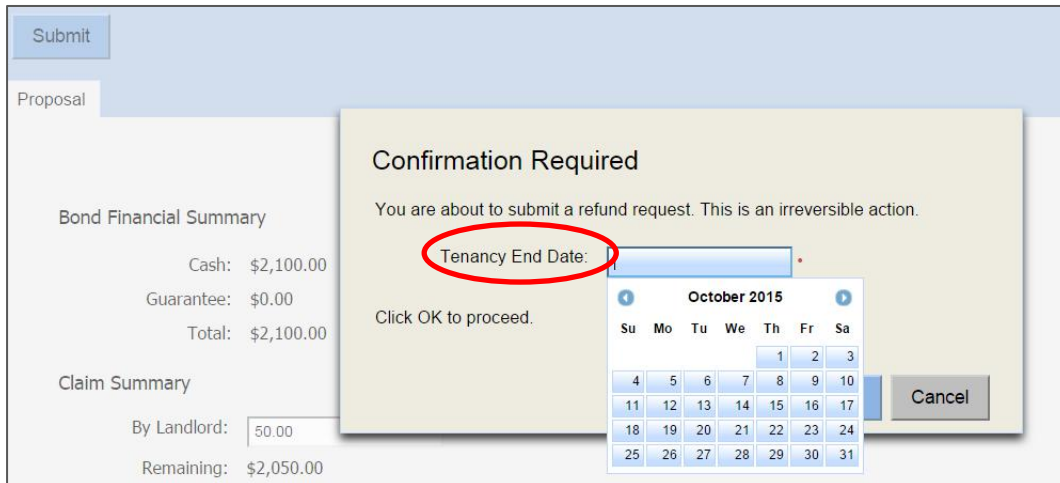
2. Fill out the **Claim Summary by Landlord:**

\$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 screenshot shows a web application interface. On the left, there is a 'Proposal' section with a 'Submit' button. Below it, the 'Bond Financial Summary' is displayed with the following values: Cash: \$2,100.00, Guarantee: \$0.00, and Total: \$2,100.00. Below that, the 'Claim Summary' is shown with 'By Landlord: 50.00' and 'Remaining: \$2,050.00'. A 'Confirmation Required' dialog box is overlaid on the center of the screen. The dialog box contains the text: 'Confirmation Required', 'You are about to submit a refund request. This is an irreversible action.', 'Tenancy End Date: [input field]', and 'Click OK to proceed.'. A red circle highlights the 'Tenancy End Date' input field. A calendar widget for 'October 2015' is open over the input field, showing a grid of dates from 1 to 31. A 'Cancel' button is visible in the bottom right corner of the dialog box.

The tenant is notified of the refund proposal via email or a letter with further instructions and given **seven days** to respond.

## Step 5 – Outcomes of proposal – approved / declined / no response

The tenant has seven 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).

Residential Bonds Online | Government of South Australia | Lisa Richmond

Residential Tenancy: 25/15-23 Windsor Gr, Klemzig 5087; MERRYFULL  
Bond Management Console

Consumer & Business Services  
Residential Bonds Management

Export Refund Home

Details Property Tenant Landlord Requests

ID	Type	Description	Status	Modified	Created
44754	Refund	25/15-23 Windsor Gr, Klemzig 5087	REJECTED	27 OCT 2015	27 OCT 2015
44753	Change Details	Tenant/Resident Details Update	FINALISED	27 OCT 2015	27 OCT 2015
44752	Import Bond	Import bond (3913137)	FINALISED	27 OCT 2015	27 OCT 2015

Records found: 3  
Total records: 3

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

## More information

Consumer and Business Services

[sa.gov.au/residentialbonds](http://sa.gov.au/residentialbonds)

Phone 8204 8519