

Circulation: www.rmitvillageom.com.au

Bond refunds – standard operating procedure

To be eligible for a bond refund, the tenant must have first completed a pink coloured Bond Lodgement Form upon arrival at the Village.

Any Study Abroad residents who are not required to complete a Bond Lodgement Form are still required to follow all protocols relating to Village departures, including payment of outstanding accounts. Residents will be advised upon arrival if they are not required to complete a Bond Lodgement Form.

Bonds that are collected are sent to the Residential Tenancy Bond Authority (RTBA) which is a Victorian Government division of Consumer Affairs.

STEPS:

Step One: Complete the Departure Confirmation Form available from Village Reception.



Departure Confirmation Form1.doc

Step Two: Have your room inspected and the Departure Confirmation Form signed off by the Facilities Manager of the Village.

Step Three: Pay any outstanding miscellaneous charges and telephone at Village Reception. Failure to pay outstanding monies will delay the bond refund process.

Step Four: Complete the Bond Claim Form (Green Form available from Village Reception). PLEASE DO NOT COMPLETE THE 'PAY TENANT 1' SECTION OF THE BOND CLAIM FORM UNTIL ALL OUTSTANDING MONIES ARE PAID. Please sign your name the same way as you did on your original Bond Lodgement Form otherwise your refund may be delayed – an electronic signature matching system is used by the RTBA.



Bond Claim Form - Cover Only.pdf

Step Five: Leave the completed Bond Claim Form at Village Reception. This will be lodged by the Village at the RTBA on your behalf.

For Australian residents, please allow an average of up to 15 working days for the refund to be deposited into your nominated account. For international residents, please allow an average of up to 30 working days for refund cheque to be mailed to you or monies to be deposited into your nominated Australian bank account.

When communicating with the Residential Tenancy Bond Authority (RTBA), please have your Bond Number ready which you would have received by mail directly from the RTBA.

Any enquiries regarding the progress of your bond refund should be made directly to the Residential Tenancy Bond Authority (RTBA) on 1300 137 164 (calls made from within Australia) or go to www.rtba.vic.gov.au or telephone 03 8684 6370 for those calling from outside Australia.