

Rental Bond: Affordable Housing Fact Sheet



The Residential Tenancies Act 2010 outlines the rules for the collection, management, and refund of rental bonds in NSW.

Day-to-day functions including rental bond lodgement, custody, refund, and information services are provided by NSW Fair Trading.

What is a rental bond?

- The bond is an amount of money you pay at the start of a tenancy as a security deposit in case you do not comply with the terms of your residential tenancy agreement. It is held by NSW Fair Trading for the duration of your tenancy and is paid in addition to rent or rent in advance.
- Rental bonds help us recover some of the repair costs when a property is damaged and help keep Hume Housing financially sustainable.
- Hume customers get their bond back if they do not cause damage or have unpaid charges at the end of their tenancy.

When is the rental bond collected?

- The bond will be collected after you have accepted the property. It is usually paid when signing the tenancy agreement.

How much bond will I need to pay?

- Affordable Housing customers are required to pay four (4) weeks of the market rent for the property.
- When we talk to you about paying the bond, we tell you exactly how much you need to pay and what your payment options will be.

Can I get help paying the bond?

- If you are on a low income and unable to pay the rental bond as a lump sum prior to starting a tenancy, we can support you to access and activate a **Rentstart Bond Loan** with Department of Communities and Justice.

Visit www.facs.nsw.gov.au for more information.

How do I pay the rental bond?

1. Rental Bonds Online

The easiest option is to deposit the bond directly with the NSW Fair Trading using Rental Bonds Online, just before signing your tenancy agreement.

Rental Bonds Online allows payments using Visa, Mastercard or BPAY.

We will ask you to show evidence that the deposit has occurred before signing the tenancy agreement.

2. Direct to Hume

You can pay the bond directly to Hume via Humepay using your debit card.

We will ask you to sign a Bond Lodgement form with details about how much bond you have paid – this will be used when we deposit your bond with NSW Fair Trading.

3. Rentstart Bond Loan

If you pay your bond using a Rentstart Bond Loan, activation of the loan must occur prior to or at the time of signing the tenancy agreement.



What happens when my bond is collected by Hume?

- When the bond is received by Hume, it is deposited with NSW Fair Trading within the legislated time frame and held in a trust account for the period of the tenancy. Fair Trading will send you a deposit notice and a rental bond number.
- Keep these in a safe place with your tenancy agreement.

Can I get my rental bond back?

- Your bond payments will be lodged with NSW Fair Trading, just like in the private rental market.
- You can get your bond back at the end of your tenancy, if there are no outstanding tenancy charges such as rent arrears, water, or damage charges.
- If we make a claim on your bond, the process will be fair. We need to provide evidence to support the claim and the NSW Civil and Administrative Tribunal (NCAT) resolve any disputes.

How does Rental Bonds Online (RBO) work?

- RBO is an online service provided by NSW Fair Trading for landlords and tenants to easily manage the Rental Bond during the tenancy agreement.
- Hume will first create an online account and then invite you to also access the account.
- Using RBO is the most secure and easy way to lodge and manage your bond and it allows you to pay the bond directly to the Rental Bond Board using a credit card or BPAY.
- If you have any questions, please contact our Customer Contact Centre on **1800 004 300**.

Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**. Ask them to call Hume Community Housing on **1800 004 300**.

Assyrian

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Arabic

إذا كنت بحاجة إلى مترجم فوري للمساعدة في فهم هذا المستند، فيرجى الاتصال بخدمة الترجمة التحريرية والفورية (TIS National) مجاناً على 131 450 اطلب منهم الاتصال بـ Community Housing Hume على 1800 004 300

Chinese

如果您需要口译员帮助您阅读此文档，请拨打免费电话131 450，以联系口笔译服务机构 (TIS National)。接通后，请翻译员拨打1800 004 300，以联系 Hume Community Housing。

Spanish

Si necesita los servicios de un intérprete para este documento, llame gratis al Servicio de Traducción e Interpretación (TIS National) en el número 131 450. Pídale que llamen a Hume Community Housing en el número 1800 004 300.

Vietnamese

Nếu bạn cần thông dịch viên để hỗ trợ tài liệu này, thì vui lòng gọi cho Dịch vụ Biên dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 1800 004 300.