

Bond must be lodged by your residential rental provider with the Residential Tenancies Bond Authority (RTBA) within ten (10) business days of receiving the bond.

Evolve Housing manages bonds electronically, using RTBA Online. This includes bond lodgment, renter (tenant) transfers and bond claims. All electronic transactions follow a similar process and must be confirmed by all renters before they can be finalised. Evolve Housing will initiate bond lodgments, renter transfers and bond claims.

When we make an electronic transaction involving your bond:

1. The RTBA will send you an email with a link to confirm the transaction. If you provided a mobile number, you will receive a text from RTBAVIC ET. Click on the link and you will be directed to your secure transaction details.
2. Review and accept the terms of use. If you do not accept, the transaction will be cancelled, and alternative arrangements must be made with us.
3. Select 'Review details' for the bond lodgment, transfer or claim. Review details in the request, ensuring that all details are correct.

If there are any details that need to be changed, select 'Request changes', enter the correct details and then select 'Submit changes'. If you update any information except for your contact details, Evolve Housing will be contacted to verify the changes. We can either:

- a. accept changes and re-submit the form, triggering a new acceptance email to all new renters; or
- b. not accept the changes and re-submit with comments, triggering a new acceptance email to you.

If the transaction details are correct, accepted and processed, you will then see a confirmation page. Record the transaction number as you can use it to track your transaction. Please note the following:

- If one or more renters does not respond to the link within seven days, all parties will receive a reminder.
- If one or more renters does not respond within 14 days, the claim will be cancelled, and all parties will be notified.

The transaction is finalised after all parties have accepted the transaction. All parties will receive a receipt via email. If you have completed a claim, money will be deposited in your nominated bank account.

For more information, visit RTBA <https://www.consumer.vic.gov.au/lodgingbond> or call 1300 137 164.