

# Rental Bond – Social 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 rental 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 length 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.

## How much bond will I need to pay?

- The bond payable will depend on the housing program:

- **Social Housing:** Four (4) weeks of the household subsidised rent.
- **Together Home or Transitional Housing:** Two (2) weeks of the market rent.
- When we talk to you about paying the bond, we will tell you exactly how much you need to pay.

## 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.

## Can I get help paying the bond?

- If you are on a low income and can't pay the rental bond in full before starting a tenancy, we can support you to access and activate a **Rentstart Bond Loan** with the Department of Communities and Justice (DCJ).

Visit [www.facs.nsw.gov.au](http://www.facs.nsw.gov.au) for more information

- Alternately, you may be eligible to access **Humes Rental Bond Assistance** that will allow you to make a minimum payment upfront.
- The balance can be paid in fortnightly instalments, at a minimum of 10% of the household's gross income.

Please see below for more information about **Hume Rental Bond Assistance**.

## How do I pay the rental bond?

You have three options to pay the bond:

### 1. Rental Bonds Online

- If you are paying your bond as a lump sum, 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 been received 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.
- If you access a Hume Rental Bond Assistance, you can make your first payment to Hume using HumePAY and pay your bond instalments using Centrepay.



### 3. Rent Start Bond Loan

- If you pay your bond using a Rentstart Bond Loan, activation of the loan must happen before, 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 length 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.

### What happens to my bond if I transfer to another Hume property?

#### You can transfer your bond to a new tenancy if:

- the same tenants are all moving to the new tenancy.
- Hume is not claiming any of the bond for outstanding rent or other charges including customer recharges as result of damages or cleaning.

If you are eligible to transfer your bond, we will ask you to:

- Fill in a 'Transfer of Bond' form.
- All the tenants named on the old bond lodgement form will be required to sign this form as well as a new 'Bond Lodgement' form.
- You cannot transfer the bond if you used Rentstart to pay the bond.

### 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.
- You can use this option if you are paying your bond as a lump sum when signing your 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.
- It allows you to pay the bond directly to the Rental Bond Board using a credit card or BPAY.

### Hume Rental Bond Assistance

- If you are approved for Hume Rental Bond Assistance, we will ask you for a minimum payment upfront before signing your tenancy agreement.
- We will assess your affordability to pay the balance in fortnightly instalments, set at a minimum of 10% of your gross household income.
- Payment of your rental bond is a condition of your tenancy agreement, and it is just as important as paying for any other tenancy charge.
- Bond payment will take priority over any other charges including rent.

### What if I miss a Rental Bond payment?

- You should contact your local Hume Housing office immediately if you miss an instalment payment.
- We will also try to contact you to discuss a repayment arrangement.
- You will need to arrange to make up for any missed payments, as well as continue to pay your regular fortnightly payments.
- If you keep missing payments it could result in a breach of your residential tenancy agreement.

*If you have any questions, or require financial advice or support, call 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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131 450 ئۆزۈڭلەرگە  
ئۆزۈڭلەرگە، ئۆزۈڭلەرگە  
1800 004 300 ئۆزۈڭلەرگە

### Arabic

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

### Chinese

如果您需要口译员帮助您阅读本文档，  
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  
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(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.

