





# MyBond – Agency – Tenant Transfers – Swap




For swapping one tenant for another. Money is transferred to tenants through MyBond. Tenants must not pay each other. There must be at least one continuing tenant in the property.

Only an owner or agent can start a Swap in MyBond.

## Log in to MyBond


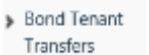

- Internet search [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au)
- Click the Housing  icon
- Click the MyBond tab
- Click the Property Agents tab
- Click 

The log in screen is displayed

- Enter your username (email address) and password and click 

The Bond List Search screen is displayed

## Find the relevant bond

- Enter the Bond Number, Street or Tenant name, or nothing, and click 
- Click the Details link to the left of the bond
- Click  on the left
- Select 

## Select the relevant transfer









If **not** choosing *One-for-one tenant swap*, see the *Quick Reference Guide: MyBond – Agency – Tenant Transfers – Variation*

## Select outgoing tenant


Click Select to the left of the tenant who is leaving.

## Add new tenant




### Using Tenant ID or Email

- Enter the Tenant ID or Email Address
- Click 

### Using Mobile

- Tick  **Tenant has not provided Tenant ID or email address**
- Enter the tenant's Last Name
- Enter the tenant's Mobile Phone Number
- Click 

## Match Found

- Click 
- Select payment method
- Click 
- Click 

## No match found

It is likely the tenant is not registered in MyBond. Check with the RDA or have the Tenant register themselves through the tenant registration process on the CBOS website.

## What happens next

When the transfer is lodged, the outgoing tenant will receive a notification from MyBond asking them to approve the transfer.

The outgoing tenant must approve the transfer and add their bank account details in MyBond within fourteen days.

When the outgoing tenant has completed their action, the incoming tenant receives a notification from MyBond to pay their bond contribution within fourteen days.


When the incoming tenant's payment is received by MyBond, the outgoing tenant's bond contribution is released to the outgoing tenant.

The transfer is complete.

## Withdraw Transfer

A transfer can be withdrawn at any time before it's approved. If the tenant does not approve the transfer or the new tenant does not pay their money, the transfer will expire and will need to start again.

## Check details

In the bond record, click  to check the tenant record has updated.

If you have any questions or concerns, or the tenant has not received their notification, email the RDA at [rda@justice.tas.gov.au](mailto:rda@justice.tas.gov.au)