

# Fact Sheet

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## MyBond – Organisations acting as tenant

From 1 May 2019 tenants, property owners and property agents will have access to the new online bond management system called MyBond.

An Organisation acting as a tenant includes Organisations that rent properties on behalf of their staff.

### What does this mean for you?

From 1 May, you will be able to:

- Pay your bonds online or at Service Tasmania (**Note:** cheques are no longer accepted)
- Claim a bond online
- Dispute a bond claim online, including the ability to upload evidence directly to the system
- Approve a claim against your bond online
- Update your contact details

### What do you need to do?

If you already have a bond held by the Rental Deposit Authority you will be pre-registered in MyBond.

### To login from 1 May 2019

- Go to [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au)
- Follow the links which will take you to the MyBond login page
- Select the **tenant** login link
- Your username is your email address
- Select reset password
- A temporary password will be sent to your email address, use the temporary password to login and create a new password for your account.

If you can't login, or don't know the login details for your organisation, please contact us on 1300 654 499.

## New organisations acting as tenants

- If you are a new organisation acting as a tenant, you will need to register by going to [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au)
- Follow the links which will take you to the MyBond login page
- Select the **tenant** link
- select **register** link.
- Select **Organisation** as your type of registration.

## Training tools and resources

To assist you with using the new system, video modules and quick help guides will be available on the CBOS website from 1 May.

## Do you need more help

For any assistance please call 1300 654 499 or visit your local Service Tasmania shop.

Your local Library may also be able to help. Visit the Libraries Tasmania website for opening hours.

## Find a location and opening hours

- [www.libraries.tas.gov.au/locations](http://www.libraries.tas.gov.au/locations)
- [www.service.tas.gov.au/about/shops](http://www.service.tas.gov.au/about/shops)

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