



TENANCIES QUICK TIP

Notice of claim - disputing a bond refund

If you lodge a security bond refund form (seeking part or all of a bond) without the other party's signature, a notice of claim is sent to the other party informing them of the amount that you are claiming.

If you receive a notice of claim and wish to dispute the bond refund, it is imperative that you inform the Tenancies Branch, Bonds Section by returning the dispute notice provided with the letter of claim. This dispute notice must be received by our office no later than the expiry date specified on the letter.

There have been instances where landlords and agents have responded to the notice of claim by returning a bond refund form instead of the dispute notice provided. It is important to note that responding to a letter of claim by sending a bond refund form will **NOT** stop the bond from being paid out as specified in the notice of claim. The processing of a dispute notice takes priority over a bond refund form and a dispute notice received by the letter expiry date will put a stop to the bond being paid out. If a dispute notice is not received in our office by the letter expiry date, the bond will be paid out.

For further information, contact Tenancy Advice on 131 882.