QTON No. 108

Legislative Assembly for the **Australian Capital Territory**

Select Committee on Estimates 2026-2027

Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Finance

In relation to: Revenue and Rental Bonds

Hearing: 27 July 2026
Uncorrected Proof Transcript pp 36-37
Transcript provided: 29 July 2026
Answer Due: 5 August 2026

Ms Lisa Holmes: took on notice the following question(s):

MR BRADDOCK: Just a question for the Revenue Office about rental bonds. Welcome, so given cost of living and the challenging rental market can be quite expensive for someone to have a new rental bond to access another rental whilst they still have an existing in rental bond with their existing property, so I have got a series of questions in terms of do you have any data on how many tenants currently have a bond lodged with one property while simultaneously lodging a bond with a second property?

Ms Holmes: Lisa Holmes, Commissioner for ACT Revenue. Mr Braddock, I am going to have to take that on notice.

MR BRADDOCK: Fair enough. What is the average time between a tenant vacating the property and then receiving their bond refund?

Ms Holmes: Once again, I will have to take that on notice.

Ms Rachel Stephen-Smith MLA: The answer to the Member's question is as follows:

No data is held on the number of tenants that currently have a bond while simultaneously lodging another bond with another property.

Where tenants are moving between rental properties, a manual process exists where an existing bond can be transferred to a new rental property. This occurs when the new property is managed by the same lessor or agency as the original rental property and there is no change to the tenants listed on the bond. For this purpose, a 'Transfer of Rental Premises' form is available from the ACT Revenue Office website.

The ACT Rental Bonds Office is notified when a bond refund request is made, not when a tenant vacates a rental property.

For bonds which are not disputed and where refund banking account details are known, the average time between when a bond refund request is made and when the bond is disbursed from the rental bonds account is one to three days. This accounts for approximately 70 per cent of bond refunds.

For the remaining bonds where there is a dispute, the average time is 22 days. Where the matter may be referred to the ACT Administrative Tribunal for a decision on the disbursement of bond refunds, it can take substantially longer.

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: Date: 6/8/26

By the Minister for Finance, Ms Rachel Stephen-Smith MLA