



1. Internet search www.cbos.tas.gov.au
2. Click on the Housing  icon.
3. Click on the **MyBond** tab.
4. Click on the **Owner** tab.
5. Click on the **Login to MyBond** button.
The login screen is displayed.
6. Enter your **Username** and **Password**.
7. Click on the **Log in** button.
The Bond List search screen is displayed.
8. Click on **Claim List**
9. Click on **Search**.
10. Click on **Details** next to the Bond Number that is to be approved or disputed.

Details	Bond Number
Details	187831755

The Claim details are displayed. You have a choice to **Approve** or **Dispute** the claim made by the Tenant or Deposit Contributor.

Approve a claim made by a tenant

1. Click on the **Approve** button.

Note: By approving the claim, you will no longer be able to raise a dispute.

2. Click on the **Confirm** button to confirm approval.
All parties will receive notification.

Dispute a Claim made by a tenant

1. Click on the **Dispute** button.
The Claim details screen is displayed.

Note: Please specify the amounts you are claiming for. If you don't yet know the final costs enter your best estimates instead. Note that if the claim is approved, the amounts are what you will receive regardless of what any finalised costs might be.

2. Click on the **Next** button.
3. Click on the **Submit** button.

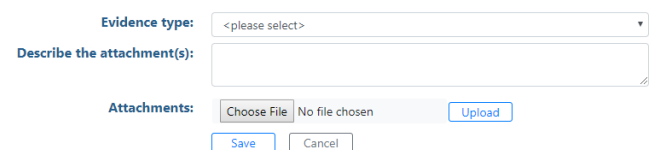
The tenant will be notified of the dispute

You will receive a notification the claim is approved

Adding Evidence to support your dispute

You have 10 days to supply evidence to support your dispute.

1. Log in to My Bond.
2. Click on the **Claim List** button.
3. Scroll to the bottom of the screen and click on the **Edit Dispute Submission** button.
4. Click on the **Edit** button.
5. Click on the **Add New Evidence** button.



6. Select the **Evidence Type** from the list.
7. Enter a description eg Photos of Bedroom 3
8. Click on the **Choose File** button.
9. Select the Photos.
10. Click on the **Upload** button.
11. Click on the **Save** button.
12. Click on the **Add New Evidence** button, to add more evidence, or do it later.
13. Click on the **Save** button and on **Return**

You can continue to add evidence until the 10 days have expired.

NOTE: You can phone the RDA and ask for an extension if required

Withdraw a Dispute

This is only available for single tenant bonds, with no deposit contributors