



## Frequently asked questions

### **Who do I speak to if I have any questions or concerns about my bond?**

Request to speak to the city's Operations and Environment Infrastructure Technical Officer on 9237 9222.

### **When am I eligible to apply for my bond refund?**

Once all works on site are complete and a 'BA7- Notice of Completion' has been submitted to the city's Building Department.

### **How do I apply for my bond refund?**

A bond refund application can be found on the city's website alternatively you can pick up an application from the city's main administration building at 241 Rokeby Road, Subiaco.

### **How long will it take before I receive my bond refund?**

The bond process can take up to four (4) weeks before you receive the refund via bank transfer.

### **What happens if there's damage but it's not related to my development?**

Notify the city of any damages that arise throughout the development. If the damage was pre-existing the city will have a detailed record of city assets and images of the site and its surrounds. Pre-existing damages will not affect the return of your bond.

### **Why do I need to pay this bond if my verge has nothing on it?**

If there is no tree on the verge a bond is not required by parks; however there will always be an infrastructure bond required.

**Prior to requesting a bond refund have you checked?**

- ✓ BA7 Notice of completion has been submitted
- ✓ Skip bins and construction materials have been removed from verge
- ✓ Nothing is being stored in the right of way
- ✓ All sediment is contained within the boundary lines
- ✓ Redundant crossovers have been removed and kerbing and verge reinstated
- ✓ Site is clean and in good condition