



Tenants

FREQUENTLY ASKED QUESTIONS

HOW TO REGISTER AS A TENANT?

- Visit the <https://happortal.limerick.ie> and select to register as a new user.
- Select the option "Tenant"
- Enter your name
- Email address
- Mobile phone number – ensure your mobile is turned on so you can receive the SMS text message with a verification code
- Enter a password
- Fill in the characters from the image and click on Register

WHICH FILE FORMATS ARE ACCEPTED?

- You can upload your documents as PDFs and/or image files. Please note all the information must be clearly legible.

IS THERE A FILE SIZE LIMIT?

- Yes, please keep in mind the size limit is 30Mb.

BROWSER RECOMMENDATION

- The Hap Online Portal is designed to work with most web browsers for PCs and MACs. We recommend the use of current versions of Chrome or Edge browsers for better performance, and that you have the latest security updates.

I NEED TO CORRECT AN INFORMATION BUT I SUBMITTED MY APPLICATION ALREADY.

- Please contact HAP@fingal.ie explaining your amendment and requesting that your submission is rejected so you can edit and submit it again.

I SUBMITTED MY APPLICATION, WHAT'S NEXT?

- After you submit your complete application, your landlord will be invited to register and submit their part. After you landlord submits all their details and supporting documents, our team will examine your application for validation.

I DO NOT HAVE A COMPUTER / CAN I STILL SUBMIT MY PHYSICAL APPLICATION?

- The HAP Portal is optimised for visualisation in a wide range of devices, such as mobile phones, tablets, laptops, etc. If you need assistance to submit your Online Application, please contact the HAP Office HAP@fingal.ie.

I APPLIED FOR HAP RECENTLY ON FINGAL COUNTY COUNCIL'S WEBSITE. DO I NEED TO APPLY AGAIN THROUGH THE NEW HAP PORTAL?

- Applications through the National HAP Online Portal will only be necessary for new applicants. Those who have already applied need not apply again.



Landlords

FREQUENTLY ASKED QUESTIONS

HOW TO REGISTER AS A LANDLORD?

- Visit the <https://happortal.limerick.ie> and select to register as a new user.
- Select the option "Landlord"
- Enter your name
- Email address – ensure it is the one provided by your tenant
- Mobile number – ensure your mobile is turned on so you can receive the SMS text message with a verification code.
- Enter a password
- Fill in the characters from the image and click on Register

I REGISTERED BUT I CAN'T SEE MY TENANT'S DETAILS?

- Please contact your tenant and confirm the landlord email provided by them on their application to make sure it matches your actual email.

I AM AN AGENT AND THE LANDLORD DOES NOT WANT TO DISCLOSE THEIR PERSONAL DETAILS.

- The Landlord(s) must register on the HAP Portal and nominate an agent, otherwise they must authorise the agents to register on their behalf using their personal information. Applications where Landlords are registered with Agents' details will not be accepted.

WHICH FILE FORMATS ARE ACCEPTED?

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IS THERE A FILE SIZE LIMIT?

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BROWSER RECOMMENDATION

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AM I IN A RENT PRESSURE ZONE? HOW DO I GET A RENT PRESSURE ZONE CALCULATOR?

- Visit <https://www.rtb.ie/calculator/rpz> to discover if you are in a rent pressure zone and to create your calculation. You must submit this EVEN for a first time let.

WHAT ARE THE ACCEPTED PROOFS OF OWNERSHIP?

- Currently these are the main 5 proof of ownership documents accepted by HAP:
 - RTB Letter
 - Current Insurance Policy
 - Local Property Tax
 - Mortgage Statement dated within 12 months
 - Folio or Title Deed
- All documents must state the exact address of the property to be HAP'd, the owner's name matching the declared Landlord details and be in date. *Please refer to the explanatory video.*

HOW DO I PRINT MY LOCAL PROPERTY TAX STATEMENT?

- Please visit <https://lpt.revenue.ie/lpt-web> and refer to the explanatory video tutorial.