

# LANDLORDS

## FREQUENTLY ASKED QUESTIONS

### HAP Online FAQ

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- **HOW TO REGISTER AS A LANDLORD?**
  - Visit the HAP Online homepage (<https://hap.fingal.ie>), select Register Now.
  - Select the option “Landlord”
  - Type your Display name
  - Email address
  - Password
  - Mobile number. Make sure your mobile is turned on so you can receive the SMS text message with a verification code.
- **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 authorize 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?**
  - You can upload your documents as PDF's 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 Mozilla browsers in order to make sure our web pages display quickly, and that you have the latest security updates.

- **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 of these 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 or offer to email the HAP Booklet for Landlords.*
- **HOW DO I PRINT MY LOCAL PROPERTY TAX STATEMENT?**
  - Please visit <https://lpt.revenue.ie/lpt-web>
  - *Please refer to the explanatory video tutorial or the HAP Booklet for Landlords.*