



HAP TENANCY UPDATE PORTAL - Frequently Asked Questions for Tenants

How to register to the HAP Update Portal?

Go to <https://hapupdate.fingal.ie/> and select Register Now.

Type your Name, Email Address, a password and your phone number and select Sign Up.

An email will be sent to you for verification purposes. Go to your email inbox and open email sent and click the link provided to activate your account.

Back on the HAP Update portal, select Login, type your email and password.

A One-Time Passcode will be sent to your registered phone. Type the number and select Verify Login.

How to login to the HAP Update Portal?

Go to <https://hapupdate.fingal.ie/> and select Login.

Type your email and password.

A One-Time Passcode will be sent to your registered phone. Type the number and select Verify Login.

What type of updates can I request?

The types of updates available vary according to your user type either tenant or landlord

Tenant Update Categories:

- **Tenant - Monthly Rent Review:** Choose this option if you received a notice of rent review from your landlord. You will be required to upload the following documents:
 - o Notice of Rent Review in writing. Signed by the tenant and dated at least 90 days before the date on which the new rent is to have effect.
 - o RPZ Calculations
 - o Updated income details for all household members over 18 years old.

- **Tenant - Weekly Rent Review - Change of Income:** Choose this option to request a reassessment of your weekly rent and HAP rate based on a change in your household income. The income change must be permanent and be in place for at least 12 weeks. Required documents:
 - o Updated income details for all household members over 18 years old.



- **Cessation of your HAP Tenancy:** Choose this option to request the closure of your current HAP tenancy.
- **Change of Family Composition:** *Important: You must contact Housing Support housing.allocations@fingal.ie and update your Social Housing Application before submitting this request.* Choose this option to add or remove household members on your HAP tenancy. Required documents:
 - o Updated income details for all household members over 18 years old.
- **Change of Contact Details:** Choose this option to update your contact details with HAP Shared Services Centre in Limerick.
- **Change of Payment Method:** Choose this option to change your payment method (Household Budget or Standing Order) or to update your current details.

How to submit an update request?

- Login to the HAP Update Portal <https://hapupdate.fingal.ie/>.
- Select the green button **Apply** to create a new update request.
- Select your **user type tenant, type your personal details** and **select the type of update request**. A new “**Amendment tab**” will open. **Complete** the information required.
- Click on the **blue document icons** to **upload** the relevant documents and click next
- Finally, select the **declarations tab**, tick all boxes to agree with the terms and conditions, **sign your request** and **click Submit**.

You can Save your application as a draft by selecting Save for Later. A pre-submission application will be saved and can be completed at a later stage.

How to continue editing a pre-submission?

Login to the HAP Update Portal <https://hapupdate.fingal.ie/> and select the pencil icon on the leftmost field of the HAP Update Requests List to edit.

I am experiencing difficulties with the portal

The HAP Team can assist with any technical difficulties via the email HAP.Reviews@fingal.ie or 01 890 5000