



HAP Tenancy Update Portal FAQ's

HAP Tenancy Update Portal FAQ's	1
How to register to the HAP Update Portal?.....	2
How to login to the HAP Update Portal?.....	2
What type of updates can I request?	3
Tenant Update Categories:.....	3
- Change of Income Details	3
- Monthly Rent Review.....	3
- Cessation of your HAP Tenancy	3
- Change of Family Composition	3
- Change of Contact Details	3
- Change of Payment Method.....	3
Landlord Update Categories:.....	4
- Monthly Rent Review.....	4
- Change of Landlord/Agent.....	4
- Change of Bank Details	4
- Tax Clearance Certificate	5
- Cessation of HAP Tenancy	5
- Change of Contact Details	5
- Change of PPS Number.....	5
How to submit an update request?	5
How to continue editing a pre-submission?.....	5
I am experiencing difficulties with the portal.....	5



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.

Tenant Update Categories:

- **Change of Income Details:** 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.
- **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.
- **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.



Landlord Update Categories:

- **Monthly Rent Review:** *Important: Monthly Rent Review requests should be submitted by your tenant. HAP rates are calculated based on a tenant's income and affordability level. Therefore, HAP will not necessarily cover the proposed increase. This request can only be assessed once the tenant submits their income details.*

Choose this option if you have served a notice of rent review to your tenant. 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

- **Change of Landlord/Agent:** Choose this option to request a change of Property Owner or the Agent collecting the HAP payments for your property. You will be required the following documents:

- o Completed Section B Form (available for download on the amendment tab.
- o Proof of Ownership. Please upload one of the 5 options:
 - **Title Deed or folio** number with land registry documents.
 - Evidence of **Current Registration with RTB**. To download this file, go to <https://portal.rtb.ie/>, click on the manage profile icon is situated at the top right side of the screen and then Documents.
 - Evidence of current paid buildings **insurance policy/schedule**.
 - Evidence of payment of **LPT** (access the LPT website, select the period 2022 – 2025, and print the 1) "History of Payments" and 2) "View Return" pages).
 - **Mortgage statement** dated within the last 12 months.
- o Bank Statement Header
- o Any Other Relevant Documents (Will, Deeds of Assignment, Authorisation to Pay Agent, etc.)

- **Change of Bank Details:** Choose this option to change the bank details for ALL your HAP properties. You will be required the following documents:

- o Bank Statement Header
- o Written Authorisation to Pay - if you are a joint landlord (Supplier) and the new account is **only** in your sole name. This document is not necessary if both landlords (suppliers) sign the Declarations tab.



- **Tax Clearance Certificate:** Choose this option to submit a Tax Clearance Certificate.
- **Cessation of HAP Tenancy:** Choose this option to request the cessation of a HAP tenancy.
- **Change of Contact Details:** Choose this option to update your contact details with HAP Shared Services Centre in Limerick.
- **Change of PPS Number:** Choose this option to change the PPS Number linked to your HAP account number (Supplier ID). You will be required to upload a Tax Clearance Certificate confirming the PPSN and name(s) of the HAP account.

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, type your details and select the type of update request. A new tab "Amendment" will open. Complete the information required.

Finally, select the tab declarations, 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.