HAP Online Portal
Frequently Asked Questions

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Tenant FAQs

How do I register as a tenant?

- Visit the HAP Online Portal at https://www.hap.ie/apply/ and click the **Apply Online** button.
- Select to register as a new user.
- Select the option **Tenant**.
- Enter your name, email address, mobile phone number, and a password.
- Fill in the characters from the image and click the **Register** button.
- You will receive an SMS text message with a verification code to verify your phone number. Ensure your mobile is turned on so you can receive the message.
- You will also be asked to verify your email address.
- Once verified you can log in to open a HAP application.

What file formats are accepted?

- You can upload your documents as PDF or image files.
- All information must be clearly legible for it to be accepted.

Is there a file size limit?

- Yes, the limit is 30Mb.

What browser should I use?

- 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.

How do I correct information on an already submitted application?

- You can email hap@dublincity.ie to explain your amendment and request that your submitted application is declined back to you. You can then edit the application and submit again.

I have submitted my application, what is next?

- After you submit your complete application, your landlord will be invited to register and submit their part. After your landlord submits the complete application with supporting documentation, our team will review your application for validation.

I do not have a computer. How else can I submit an application online?

- The HAP Online Portal is optimised for a wide range of devices, such as mobile phones, tablets, and laptops. If you need assistance to submit your online application, you can contact the Dublin City Council HAP office via hap@dublincity.ie

Rannóg HAP - Seirbhísí Tithíochta agus Pobal - Comhairle Cathrach Bhaile Átha Cliath - Oifigí na Cathrach - Baile Átha Cliath 8
HAP Section - Housing & Residential Services - Dublin City Council - Civic Offices - Dublin 8
Teileafón/Phone: (01) 222 6400 - Ríomhphost/Émail: hap@dublincity.ie

Landlord FAQs

How do I register as a landlord?

- Visit the HAP Online Portal at https://www.hap.ie/apply/ and click the **Apply Online** button.
- Select the option **Landlord**.
- Enter your name, email address, mobile phone number, and a password. Ensure your email address is the same as the one provided by your tenant.
- Fill in the characters from the image and click the **Register** button.
- You will receive an SMS text message with a verification code to verify your phone number. Ensure your mobile is turned on so you can receive the message.
- You will also be asked to verify your email address.
- Once verified you can log in to continue a tenant's submitted application.

I have registered but I cannot see my tenant's details

- Please contact your tenant and confirm that the landlord email they entered matches your actual email address.

I am an agent of the landlord and they do not want to disclose their personal details.

- The landlord must register on the HAP Online Portal and nominate an agent, otherwise they must authorise their agent to register on their behalf using their personal information. Applications where agent details are submitted as a substitute for the landlord's details will not be accepted.

What file formats are accepted?

- You can upload your documents as .pdf or image files.
- All information must be clearly legible for it to be accepted.

Is there a file size limit?

- Yes, the limit is 30Mb.

What browser should I use?

- 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.

What documents do I submit with the application?

- The 3 main documents needed are:
  - A Bank Statement Header.
  - Proof of Ownership.
  - A Rent Pressure Zone (RPZ) statement.
  - A Tax Clearance Certificate.
- You can watch the videos available at https://www.hap.ie/apply/ to learn the requirements for each.

Am I in a Rent Pressure Zone? How do I get a Rent Pressure Zone Statement?

- You can visit https://www.rtb.ie/calculator/rpz to discover if you are in a Rent Pressure Zone and to create your calculation.

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