



**Comhairle Cathrach  
na Gaillimhe**  
Galway City Council

# **Housing Assistance Payment (HAP)**

## **Online HAP Applications Overview for Landlords/Agents**

# Online HAP Applications

- Applications can be completed online at <https://www.hap.ie/apply/>
- Both tenant and landlord must complete their sections online
- Tenant fills out their section first. They will need landlord email address. Landlord receives prompt to complete their section
- The application is not submitted for processing to the LA until the landlord/agent presses 'Submit' on the portal
- Once submitted application is processed by LA
- How to apply for HAP Online (Landlords) - [View Video Tutorial](#)
- Documents a landlord needs before starting the online process - [View Video Tutorial](#)

# Portal Registration for Landlords

- Once tenant has registered with HAP the landlord will receive an email notification inviting them to register as a HAP Landlord.
- Landlords will need to first register on the Portal if they have not previously registered.

**From:** haponlineform@limerick.ie <haponlineform@limerick.ie>  
**Sent:**  
**To:**  
**Subject:** [EXTERNAL]HAP Application

Dear Sir/ Madam,

I am writing to notify you that a HAP application for property has been submitted and you are required to complete the landlord section and submit the details to HAP.

Please log onto the HAP Portal: [Here](#) to review and populate the Application.

Note that you will need to first register on the Portal if you have not previously registered.

Thank you,

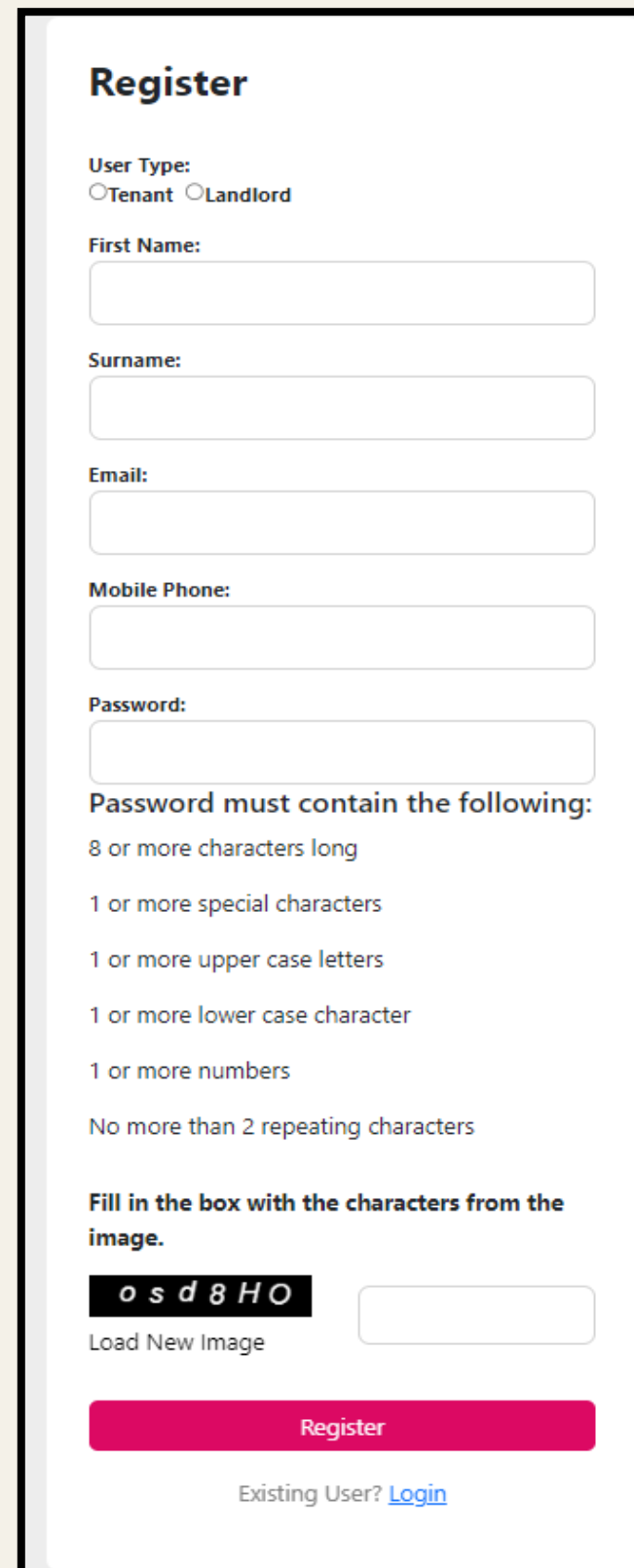
HAP Team

The screenshot shows the HAP Portal registration page. At the top left is the HAP logo with the text 'HAP', 'Limerick Council', and 'Housing Assistance Payment'. At the top right are links for 'Home' and 'Login'. The main content area has two columns: 'For Tenants' and 'For Landlords'. The 'For Landlords' column contains a list of steps: 'Register as a new landlord user', 'Provide your property details', 'Upload required documentation', and 'Submit your application to your local authority'. Below this list is a 'New Online User' button. The 'For Tenants' column contains a list of steps: 'Check if you qualify for social housing support' and 'Make sure to select the correct local authority in the form. Please find your local authority here.' Below this list are 'New Online User' and 'Continue with MyGovID' buttons. At the bottom of the page, there is a link for 'Already have an account? Please login' and a reference to a tutorial for submitting an application online.

# Landlord Registration

When registering the required fields are:

- User type
- Full Name
- Email
- Contact Number
- Password



**Register**

User Type:  
☐ Tenant ☐ Landlord

First Name:

Surname:

Email:

Mobile Phone:

Password:

Password must contain the following:

- 8 or more characters long
- 1 or more special characters
- 1 or more upper case letters
- 1 or more lower case character
- 1 or more numbers
- No more than 2 repeating characters

Fill in the box with the characters from the image.

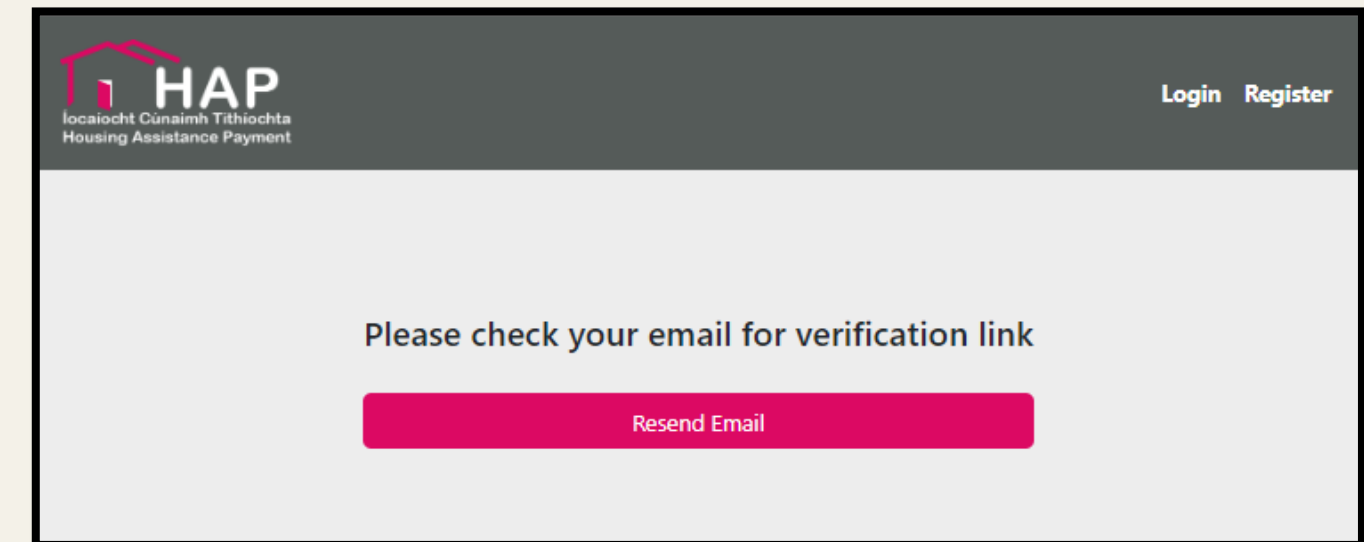
**o s d 8 H O**

Load New Image

[Register](#)

Existing User? [Login](#)

- Email verification is sent to the landlord's registered email address
- Login using email address and password submitted when registering

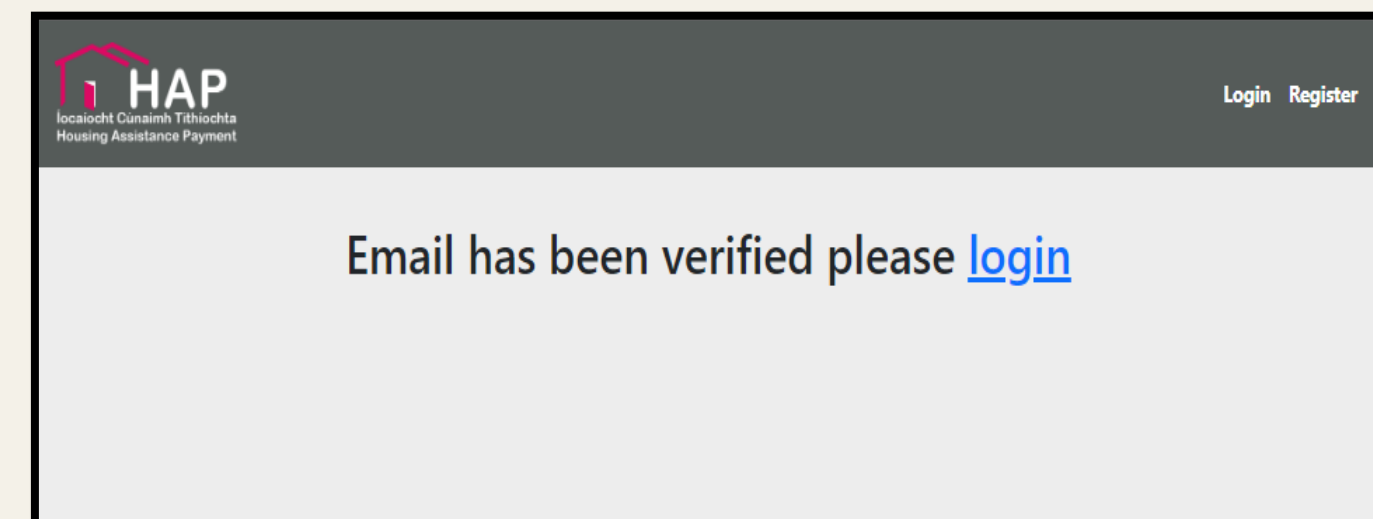


**HAP**  
Ioslócht Cúnaimh Tithíochta  
Housing Assistance Payment

Login Register

Please check your email for verification link

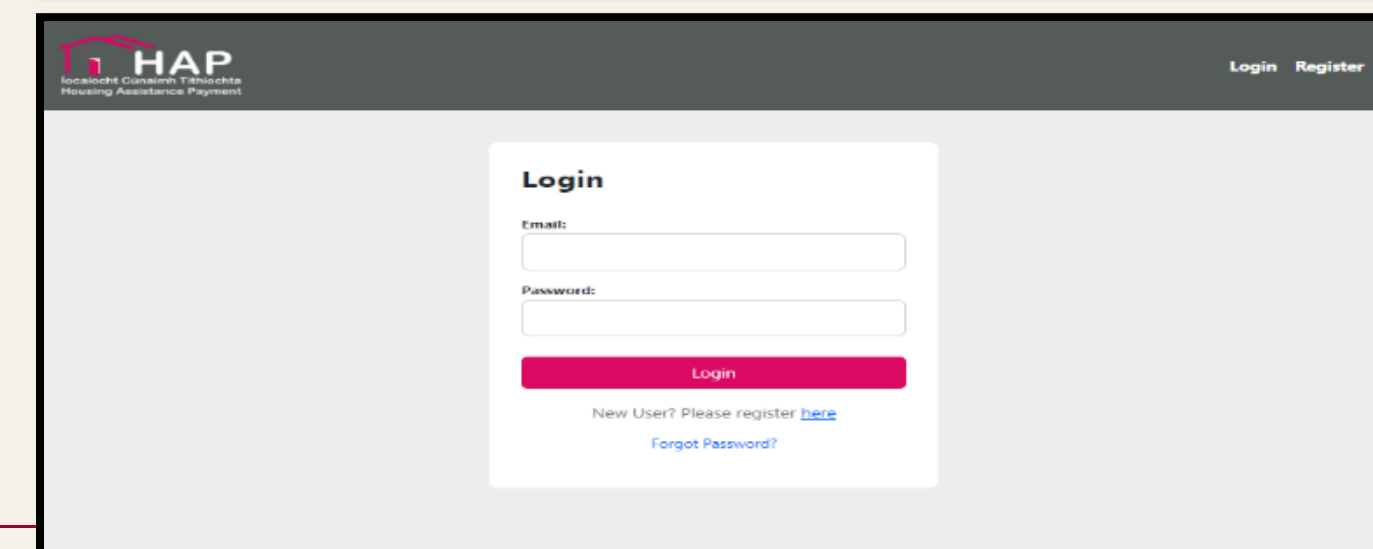
[Resend Email](#)



**HAP**  
Ioslócht Cúnaimh Tithíochta  
Housing Assistance Payment

Login Register

Email has been verified please [login](#)



**HAP**  
Ioslócht Cúnaimh Tithíochta  
Housing Assistance Payment

Login Register

**Login**

Email:

Password:


[Login](#)

New User? Please register [here](#)

[Forgot Password?](#)

# Landlord Registration Contd.

- A passcode will be sent by text message to the landlord’s registered phone number
- Landlord can view all current HAP applications



localocht Cúsaímh Tithíochta  
Housing Assistance Payment

LoginRegister

Verify It's you

Please, enter the one time code we just texted you:

Submit

Text me another one time code




localocht Cúsaímh Tithíochta  
Housing Assistance Payment

ApplicationsLogout

Current HAP Applications

Tenant	Property Address	Status	
Demo One	Merchants Quay Limerick Limerick	Open	<a href="#">View Application</a>

- Landlord should complete all fields under each tab.
- Where documentation is required, the landlord will be prompted to attach the relevant documentation.
- Once landlord submitted their application, the status of the application changes from Open to Submitted.



localocht Cúsaímh Tithíochta  
Housing Assistance Payment

ApplicationsLogout

Status: OPEN

SaveSubmit

PAYEE – Person/Persons  
Receiving Rent Payment

Property Details

Tenancy Details

Landlord Signatures

Uploads

Current HAP Applications

Tenant	Property Address	Status	
Demo One - Demo landlord	Merchants Quay Limerick Limerick	Submitted	<a href="#">View Application</a>



- If rejecting the application, the LA can reject it back to either the tenant, landlord or both and give the reason as to why the application is rejected.
- Email will be sent to both the tenant and the landlord advising them that the application has been rejected.
- Both the tenant and the landlord can view the status of their HAP application on the Online Portal.

Current HAP Applications			
Tenant	Property Address	Status	
Demo One - Demo landlord	Merchants Quay Limerick Limerick	Rejected	<a href="#">View Application</a>

# Benefits of the Online Portal

- Full application received by LA from both the tenant and the landlord in one go. This eliminates the LA chasing the tenant or the landlord for the application to be submitted
- Verification of contact details for both the tenant and landlord
- Reduces workload for LA and speeds up application processing as no manual input required to upload tenant & landlord details into HAP system
- Reduces applications or documentation getting lost on route to the HAP Section
- Once application is rejected, both tenant and landlord receive notification and can monitor the progress via the Online Portal