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**Cork City Council, the Housing Assistance Payment (HAP) section within the Housing Department, has launched an online Application Portal for citizens who are eligible for Social Housing and wish to apply for HAP.**

We are delighted to launch the new online application process for HAP. This is only necessary for new applicants. Those who have already applied do not have to apply again. We believe that the new online portal will make the application process more efficient and easier for all.

HAP is a financial support to assist those who rent accommodation privately, who are eligible for social housing support.

The online portal will go live on DATE for applicants in Cork City. This will mean that any person who is entitled to Social Housing and wants to apply for HAP will be able to do so online.

An online application ensures that all necessary information is submitted at the time of the application including all necessary documentation. As a result, applications and documents will be dealt with in a timely and efficient manner.

Housing Assistance Payment (HAP) is a social housing support for those in need of long-term housing.

**Applicants for HAP must be on their Local Authority’s Housing waiting list before they can complete the online application form – a valid Social Housing number is required for the application.**

**Please note the following advice in relation to HAP tenancies:**

* **Make you are on the Council’s housing list**
* Make your family details are up to date
* If you are applying for a discretionary payment in respect of your monthly payment to the landlord you will also need to complete a revised rent form.
* The local authority cannot accept a discretionary payment until the LA is satisfied that we have up-to-date tenant income details.
* Please send us evidence of a change in financial circumstances by email to [hap@corkcity.ie](mailto:hap@corkcity.ie) We request that any documents from Department of Social Protection be scanned/photographed and sent to your local authority.
* Reducing local authority staffing levels may result in delays in amending rent amounts, but this will not affect the HAP payment to landlords.

The Minister for Housing, Local Government, and Heritage recognises the additional pressures that both landlords and tenants face in relation to the Covid-19 crisis and is working with local authorities and the HAP Shared Services Centre to ensure that HAP tenancies continue during this period.

* [Am I eligible to apply?](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap" \l "eligible)
* [How it works](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap#how%20it%20works)
* How to apply for HAP online
* [Making a Payment](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap#Payment)
* [Contact Information](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap#contact)

### Am I eligible to apply?

Persons applying for HAP must be a qualified housing applicant(s) before they can apply. Click [here](https://www.limerick.ie/council/services/housing/social-housing/apply-council-housing) for information on applying for council housing.

[Back to top](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap#top)

### How it works

If you qualify as an approved housing applicant, you must find your own privately rented accommodation (within certain rent limits). The landlord will be paid directly by the Local Authority and the tenant will pay rent to the local authority based on the differential rent scheme. The rent will be based on your weekly household income and works in the same way that the differential rents charged to local authority houses work.

For more information please refer to Tenant & Landlord documents in the supporting documents below.

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How to apply for HAP online

* How to apply for HAP online (Tenant) - [View Tutorial](https://vimeo.com/limerickcouncil/apply-hap-online)
* Online HAP portal procedures for Landlords - [View Tutorial](https://vimeo.com/limerickcouncil/hap-online-procedure-landlords)
* Documents a tenant needs before starting the online process - [View Tutorial](http://vimeo.com/limerickcouncil/hap-online-tenant-documents)
* Documents a landlord needs before starting the process online - [View Tutorial](http://vimeo.com/limerickcouncil/hap-online-landlord-documents)
* Online HAP Technical FAQs for Tenants - [link here](https://www.limerick.ie/sites/default/files/media/documents/2023-12/hap-online-technica-frequently-asked-questions-for-tenants.pdf)
* HAP Online Technical FAQs for Landlord/Agents - [link here](https://www.limerick.ie/sites/default/files/media/documents/2023-12/hap-online-technical-frequently-asked-questions-for-landlords-agents.pdf)

**Link to apply for HAP online -** <https://happortal.limerick.ie>

### Making a Payment – Paying Your HAP Weekly Rent

* ***HAP App*** -  download in Play Store (HAP Recipient ID No. and PIN required)
* Online at [https://happayments.limerick.ie](https://eur04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhappayments.limerick.ie%2F&data=05%7C02%7Cbridget.sheehy%40limerick.ie%7Ccd199813571b4c36c49008dbfa3ea300%7C1e1a5d0dc1d74802a64986e3a852284b%7C0%7C0%7C638378919151834958%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=w1qdlv4ud%2BlPqIQ3hjKwp%2Fvbkgzg3g4Ror%2BrekABGuI%3D&reserved=0) (HAP Recipient ID No. and PIN required)
* Phone ***061-529654*** (HAP Recipient ID No. and PIN required)
* ***HAP Billpay Card*** in any post office or POSTPOINT shop

If you require confirmation of PIN/HAP Recipient ID please contact:   
HAP Shared Services Centre or [hap@corkcity.ie](mailto:hap@corkcity.ie)   
Phone: ***+353 61 556600*** (Option 1 – tenants) or [hapcollections@limerick.ie](mailto:hapcollections@limerick.ie)

[Back to top](https://www.limerick.ie/council/services/housing/social-housing/housing-assistance-payment-hap#top)

Click [*here*](https://www.limerick.ie/sites/default/files/media/documents/2019-10/Accessing-the-HAP-scheme.pdf) to download more information about Accessing the HAP Scheme.

**Contact Information**

**HAP Shared Services Centre**

Phone: +353 61 556600  
Option 1 for tenants  
Option 2 for landlords

**HAP Cork City Council**

HAP General Queries 021 4924000

[hap@corkcity.ie](mailto:hap@corkcity.ie)

**Please Note:** Cork City Council HAP deals only with HAP queries relating to Cork City HAP tenancies.