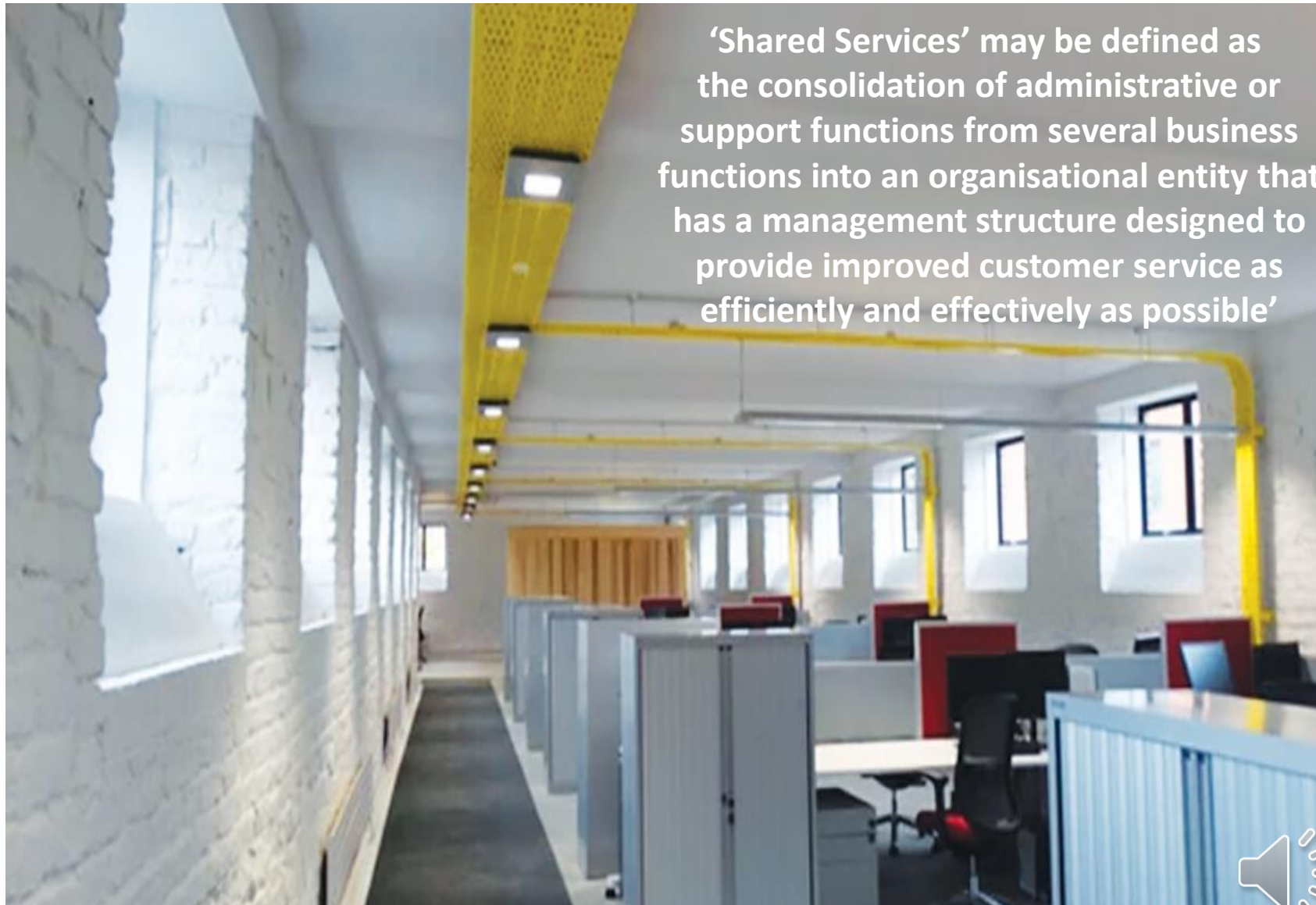


Housing Assistance Payment (HAP) and The HAP Shared Services Centre

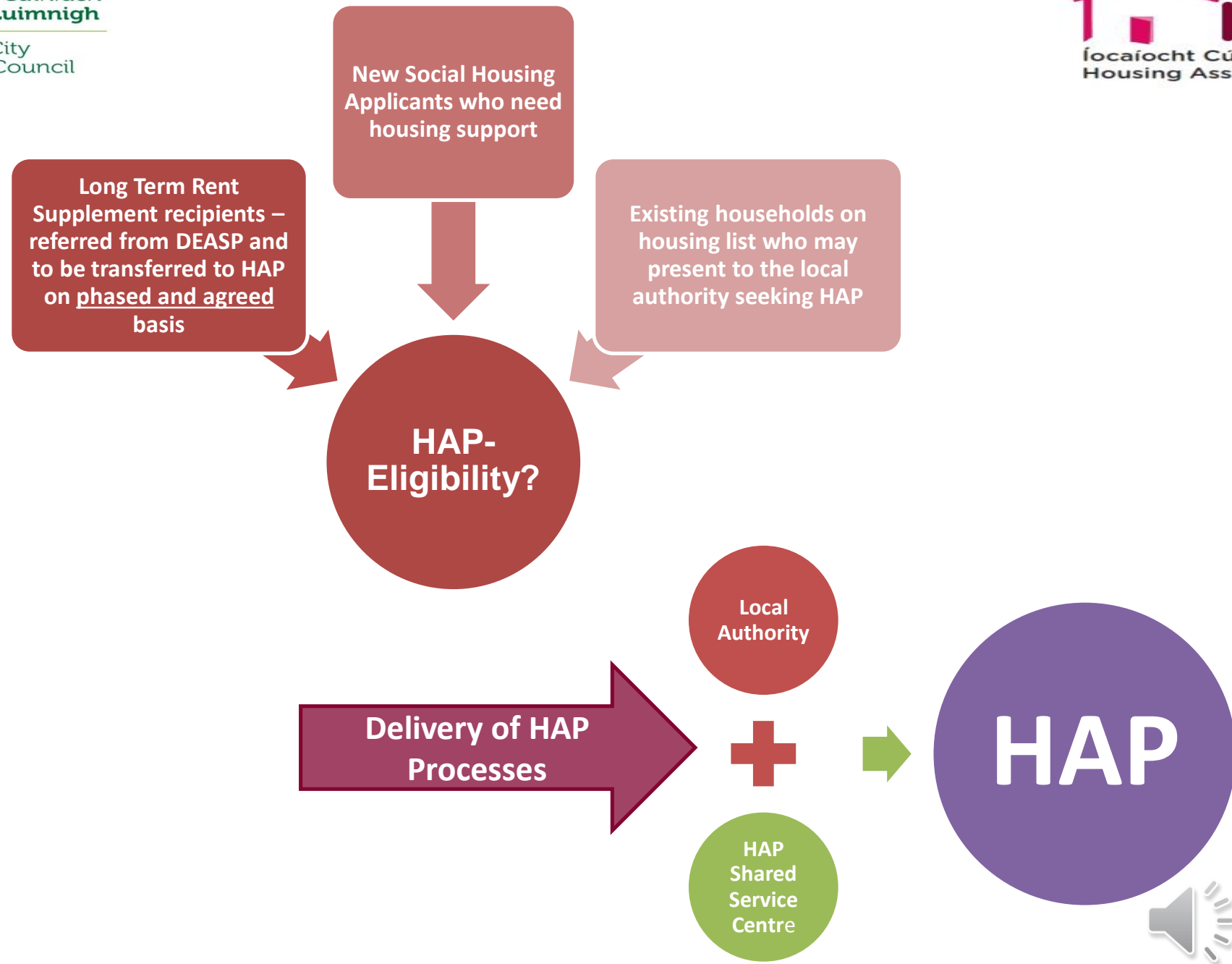


What is a Shared Service Centre?



‘Shared Services’ may be defined as the consolidation of administrative or support functions from several business functions into an organisational entity that has a management structure designed to provide improved customer service as efficiently and effectively as possible’





HAP Recipient/Tenant

The HAP Recipient sources their own accommodation

Local Authority pays rent direct to the landlord

HAP Recipient allowed to work fulltime

HAP Recipient must pay a weekly differential rent contribution based on their income

The Local Authority will inspect the property within 8 months of signup

Remain in the property for a min of 2 years



HAP Landlord

Compliance with rental standards - landlords self-certify until inspection

Landlord must be tax compliant – HAP can commence without tax clearance

Tenants must pay a weekly rent contribution to ensure their continued participation in the scheme and ongoing HAP payment to the landlord

Can HAP payments be stopped? Yes

Example 1 If the tenants does not make the required weekly rent contribution

Example 2 If the accommodation does not meet the required standards for rental properties

Example 3 If the landlord is not tax compliant and has received payments of €10k or more in the previous 12 months



Our Role

HAP Shared Services Centre

- ❖ Manage HAP Transactions for the LA, Tenant and landlord in all 31 local authorities & DRHE
- ❖ Formally awarded to LCCC in 2016, following a bidding process
- ❖ National customer contact and financial transactional Shared Service for HAP
- ❖ Data management and analytics
- ❖ The service is funded by the Department of Housing, Local Government and Heritage (DHLGH)
- ❖ There are currently 70 staff employed by the HAPSSC

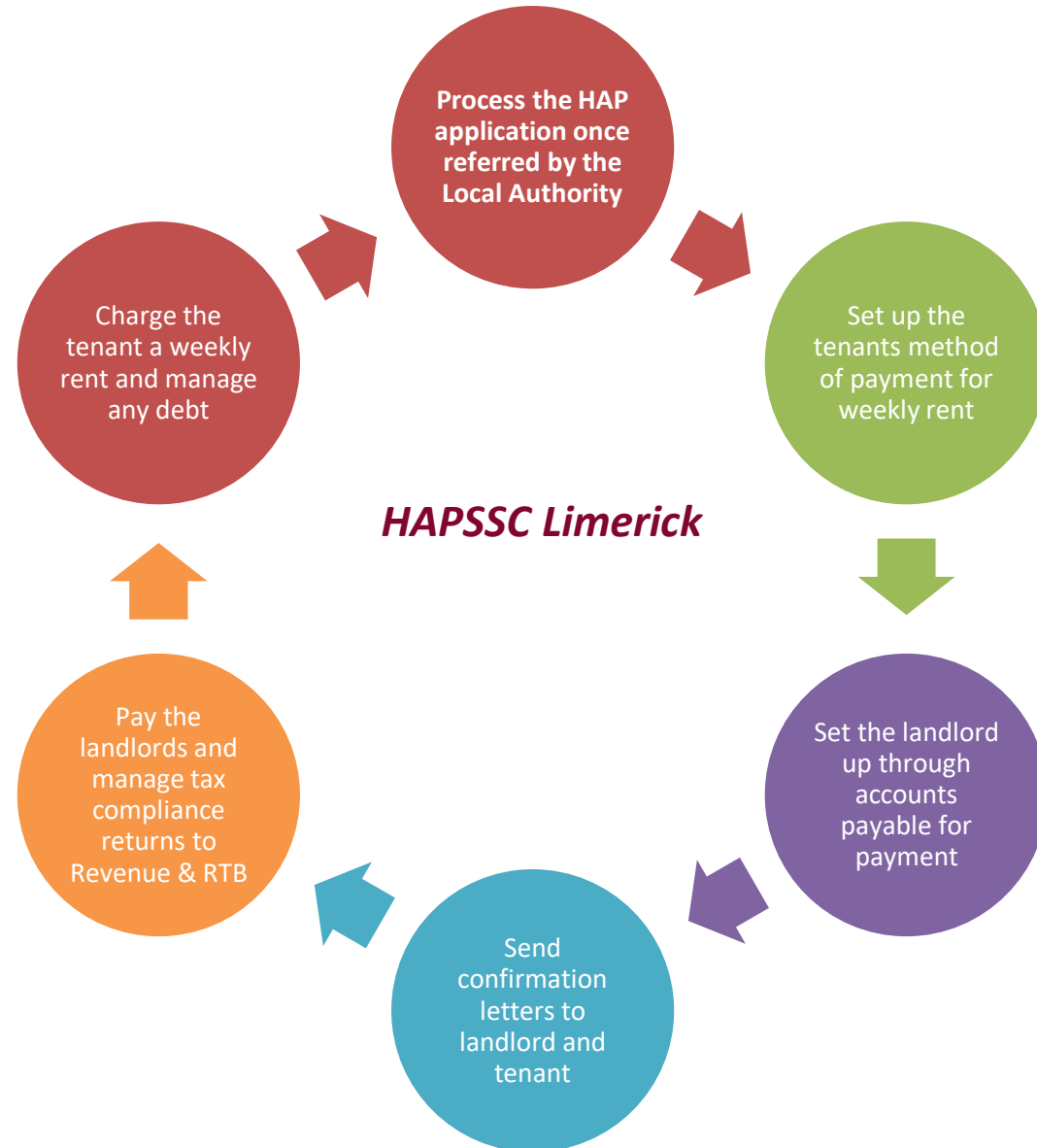


HAP Shared Services Centre Processes

- ❖ Set-up and commencement of HAP tenancy
- ❖ Payment of monthly landlord rent
- ❖ Tax Clearance Checking
- ❖ Collection of tenant rent & arrears management
- ❖ Suspend or cease payments to landlord
- ❖ Monitoring, review & maintenance of HAP tenancies with interaction from the local authorities
- ❖ Data management and analytics
- ❖ Recoupment from the DHLGH including Pre-HAP Costs



Shared Services Centre



Progress To Date

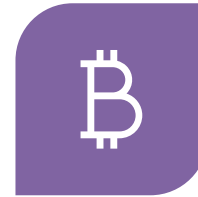


HAPSSC PILOT BEGAN IN
EARLY **2014**



CIRCA **120** LANDLORDS
WERE PAID UNDER THE
HAP SCHEME IN
APRIL 2014

CURRENTLY 33.199
LANDLORDS ON THE HAP
SCHEME



SINCE 2014, IN
EXCESS OF **83,464** HAP
TENANCIES HAVE BEEN
SET-UP TO DATE, OF
WHICH OVER **58,480** ARE
ACTIVE HAP TENANCIES.



A WEEKLY AVERAGE
OF **302** HAP TENANCIES
HAVE BEEN **SET-UP**
DURING 2020



THE HAPSSC IS
ISO9001:2015 QUALITY
MANAGEMENT SYSTEMS
CERTIFIED



Amendments

What is an Amendment?

Once the Tenancy is HUB Complete, any changes will have to be submitted using the Amendment module under the relevant Tab (Landlord/Agent, Property, Tenant and/or Tenancy). There is an amendments team to process all changes that are submitted by the Local Authorities. Approximately 4,000 amendments are processed per month.



Amendments Overview

| Landlord | Property | Tenant |
|--------------------------------|----------------------------------|--------------------------------|
| Address | Landlord/Agent | Customer ID |
| BIC & IBAN | Local Property Tax (LPT) | Email & Phone Number |
| Email & Phone Number | Property Type | Name |
| PPSN Number | Address | PPSN Number |
| Tax Clearance | Originating & Destination LA | Tenant Type |
| Authorised Person Contact Info | Destination LA (Intercounty) | Tenant PIN |
| Name | Property Owner | Ihouse Ref |
| | Change of Property owner details | Gender |
| | | Date of Birth |
| | | Referred from Homeless Unit |
| | | Change of Family |
| | | Tenant Status |
| | | Homeless Unit/Deposits |
| | | Authorised Person Contact Info |

| |
|-------------------------------------|
| Tenancy Amendments |
| Differential Rent |
| Monthly Rent Payment |
| Payment Type |
| Cessation of HAP Tenancy |
| Landlord/Agent |
| Family Composition |
| Place Finder Paid in Advance |
| Arrears/Place Finder Tabs |





HAP and Homelessness

- In excess of **14,395** HAP tenancies have been created/referred from Homeless services date.
- Of this total, **9,593** have been set up by the Dublin Regional Homeless Executive

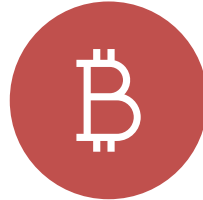


Debt Recovery

- Early Intervention
- Reminder Letter System
- Pro-active approach
- Consequences - Suspension and/or Cessation



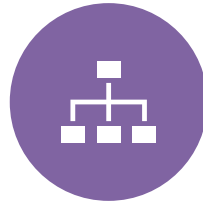
Advantages of Shared Services Centre



All HAP tenants and landlords will be on one Financial Management System which will ensure greater consistency of processes.



No requirement to amend the systems of the local Authorities.



There are resourcing efficiencies provided through the delivery of payments, collections and other processes by a single SSC.



Simplify the recoupment process.



Consistency and quality of reporting on the HAP scheme – a major gain





Advantages of Shared Services Centre (cont.)



Limit points of contact with the DEASP for on-going monitoring and maintenance of the tenants



Limit points of contact for An Post for setting up Household Budget for HAP tenants.



Focused and consistent approach to debt collection for HAP.



Thank You

Jean O'Grady, Head of Operations, HAP Shared
Services Centre

