

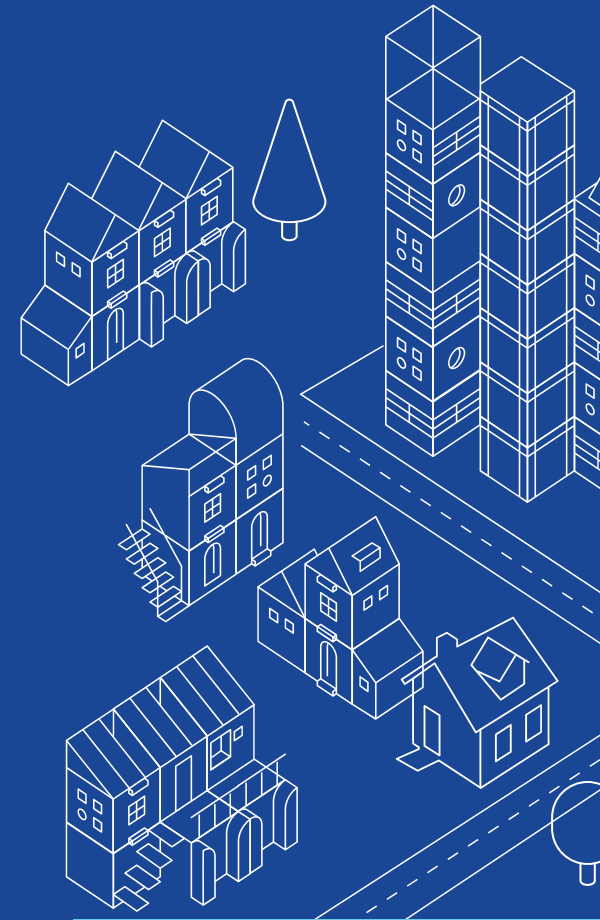


Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

# IPAV - Online Lettings & Residential Conference

## Registration & Customer Service Update

28 November 2023



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

# Agenda

- Annual Registration
- How the RTB supported landlords and agents to register tenancies
- Customer Service response times
- Necessary technical improvements
- Contact us



# Registering Tenancies

A core function of the RTB is to maintain the register of tenancies. All tenancies that fall within the remit of the RTB must be registered within one month of the tenancy commencing. We expect all landlords to comply with this responsibility.

## Annual registration:

- Previously, tenancies were only required to be re-registered when all of the tenants vacated and new tenants moved in, or every 6 years in a scenario where the same tenants remained for a long period.
- Since 4 April 2022, all tenancy registrations, irrespective of if the previous registration is ongoing, will be due an annual registration on the next anniversary of the date that tenancy began.

# Registration Update

## How the RTB supported landlords and agents to register tenancies

- **Increased Staffing in the RTB Contact Centre:** The RTB worked with our contracted business process provider to recruit, train, and deploy additional resources as well as to reorganise resources to help alleviate the wait times and backlogs.
- **Review of contact channels:** The RTB made the difficult decision to temporarily suspend our webchat service from 25 August 2022. Redeployment of the Webchat team allowed the RTB to increase both the email and call-answering teams.
- **Implemented an outbound call service:** RTB will place an outbound call where the query is complex, and landlords or agents require heightened support.
- **Temporary pause on the charging of late fees.**

# Registration Update

## Customer Service response times

- Calls made to the RTB contact centre - 97% of calls answered daily and 70% of calls answered within 20 seconds. **Average wait time for calls since April 2023 is 1 minute.**
- Emails received to [registration@rtb.ie](mailto:registration@rtb.ie) - **All emails being responded to within 5 working days since March 2023.**
- Processing of paper applications - **All paper applications being data entered within 5 working days since May 2023.**
- Data Linking requests to link to migrated data via online Portal - **All data linking requests are being processed within 3 working days since January 2023.**

# Registration Update

## Necessary technical improvements

The RTB worked with its technical partners to develop a programme of necessary technical improvements to the registration system to address the unacceptable issues being experienced by landlords and agents in the annual registration process.

- 1. Improving accuracy of data:** The RTB now require all landlords registering a new tenancy or completing an annual registration to provide the correct Eircode for the tenancy being registered. This change has been made to ensure that the same dwelling is not registered twice and to improve the accuracy of our registration data.
- 2. New account setup customer journeys for Companies Outside Ireland, Non-national Landlords and Non-CRO organisations**
- 3. Manage registrations page:** The RTB has made some changes to the Manage Registrations page on the portal to improve and simplify the overall user experience.

# Registration Update

## Improving accuracy of data

- RTB now requires all landlords to provide the correct Eircode for their rented dwelling when completing a registration. This applies when registering a new tenancy, and when completing annual registration. This change has been made to ensure that the same dwelling is not registered multiple times and to improve the accuracy of our registration data.
- Ensuring only one version of an address exists means:
  - that all tenancies that should be ended are.
  - that unnecessary notifications are not issued.
  - that correct fees are calculated.
- Prior to this update, a tenancy with the address “Apartment 1, 1 Main Street, Dublin, D1 1234” could be recorded on our system under the following addresses multiple times:
  - Apartment 1, Main Street, Dublin, D1 1234
  - Flat 1, Main Street, Dublin
  - 1, 1 Main Street, Dublin, D1 1234

# Registration Update

## Improving accuracy of data

- If you have failed to end a previous tenancy or you are a landlord of numerous flatted dwellings located in the same building and where there is currently only one Eircode for the building, our tenancy management system will recognise that this Eircode is already in use, **and you must submit this application for review.**
- You will be prompted to submit your dwelling for review at Step 3 of the registration process and additional information will be requested:
  - What type of Dwelling is this? **E.g. Apartment, flat or single use dwelling.**
  - Enter the unique identifier that is used to identify this dwelling from others at the same address. **“Apartment 1” or Apartment 1A”. Unit numbers can contain a maximum of 3 digits and 1 letter.**
  - Is the dwelling called another name? **“Garden Flat” or “Apartment Above the Shop”.**



# Registration Update

## Improving accuracy of data

- Once this review task is completed by the RTB, you will receive a new message notification to your online account informing you that the address has been verified and that you can now proceed to finish the registration.
- If there is further information our Registrations agents require in order to verify your address, they will contact you.
- Before creating a new tenancy or completing an annual registration we advise all landlords and agents to:
  - Ensure any previous tenancy at the dwelling on the system is ended before creating a new registration. This can be done in the Manage Registration section of your online account.
  - Ensure you have the correct Eircode for the dwelling being registered.
  - Provide as much information as possible where a tenancy has to be submitted for review by the RTB team.

# Registration Update

## New customer journeys

- Original design of the RTB registration portal required all account holders to be verified by a PPSN or CRO number.
- Cohort of landlords unable to become verified users unless through a manual RTB process:
  - Companies Outside Ireland
  - Non-national Landlords
  - Non-CRO organisations
- The RTB has assigned a unique COI or NNL identification number to accounts that fall under the 3 categories above where RTB accounts already existed. Number is located in the 'My Profile' section of their portal account.
- Landlords who fall under the 3 categories above who have yet to create an account, can now proceed to create one online.

# Registration Update

## New customer journeys

- Original design of the RTB registration portal required all account holders to be verified by a PPSN or CRO number.
- Cohort of landlords unable to become verified users unless through a manual RTB process:
  - Companies Outside Ireland
  - Non-national Landlords
  - Non-CRO organisations
- The RTB has assigned a unique identification number to accounts that fall under the 3 categories above where RTB accounts already existed. Number is located in the 'My Profile' section of their portal account.
- Landlords who fall under the 3 categories above who have yet to create an account, can now proceed to create one online.

# Registration Update

## New customer journeys

- Process requires documents to be provided in order to verify the company identity:
  - Company registered outside of Ireland: Company certificate from the country of registration.
  - ICAV: Central Bank Registration or Instrument of Incorporation.
  - Pension Fund: Evidence of registration with the Pension Authority or Trust Deeds.
  - Charity: Evidence of registration with Charities Regulator
- Agents must now ensure that when representing a landlord who falls into this cohort, that the landlord provides their unique identification number.

# Registration Update

## Manage Registrations Page

- Changes to the Manage Registrations page on the portal in order to improve and simplify the overall user experience.
- For portal users who have multiple registrations, there will now only be one record displayed for each tenancy on the Manage Registrations page.
- Record displayed will be the latest tenancy record which requires action by the user. Where there are prior iterations of the tenancy record, these are accessible on a new 'Tenancy History' page. The previous records displayed in the Tenancy History page are view only.

# Registration Update

## Manage Registrations Page

- To get to the Manage Registrations page, select the first option 'Renew Annual Registrations and Manage All Registrations' (Manage Existing Registrations)

The screenshot shows the RTB360 website interface. At the top, there is a dark navigation bar with links for 'About RTB', 'Media & Research', 'News', 'Contact Us', and 'Back to RTB'. Below this is a light blue header area containing the RTB360 logo, 'HOME', 'RECEIPTS', an email icon, and a user profile icon. The main content area is titled 'What would you like to do today?' and features three prominent cards:

- Renew Annual Registrations and Manage All Registrations**: This card lists actions such as 'Renew Your Annual Registrations', 'End Existing Registrations', 'Complete and Update Existing Registrations', 'Make Payments', and 'View Tenancy History'. A green button at the bottom is labeled 'MANAGE EXISTING REGISTRATIONS'.
- Register a New Tenancy**: This card lists actions like 'Register a New Tenancy for the First Time' and 'Register a New Tenancy After the Previous Tenancy is Ended'. A green button at the bottom is labeled 'CREATE A NEW REGISTRATION'.
- Link an Existing Registration**: This card lists the action 'Link an Existing Tenancy Registration to your RTB360 account'. A green button at the bottom is labeled 'LINK AN EXISTING REGISTRATION'.

[All](#)[Expires Soon](#)[Payment Due](#)[Registered](#)[Incomplete](#)[Missed Registrations](#)

Search for...

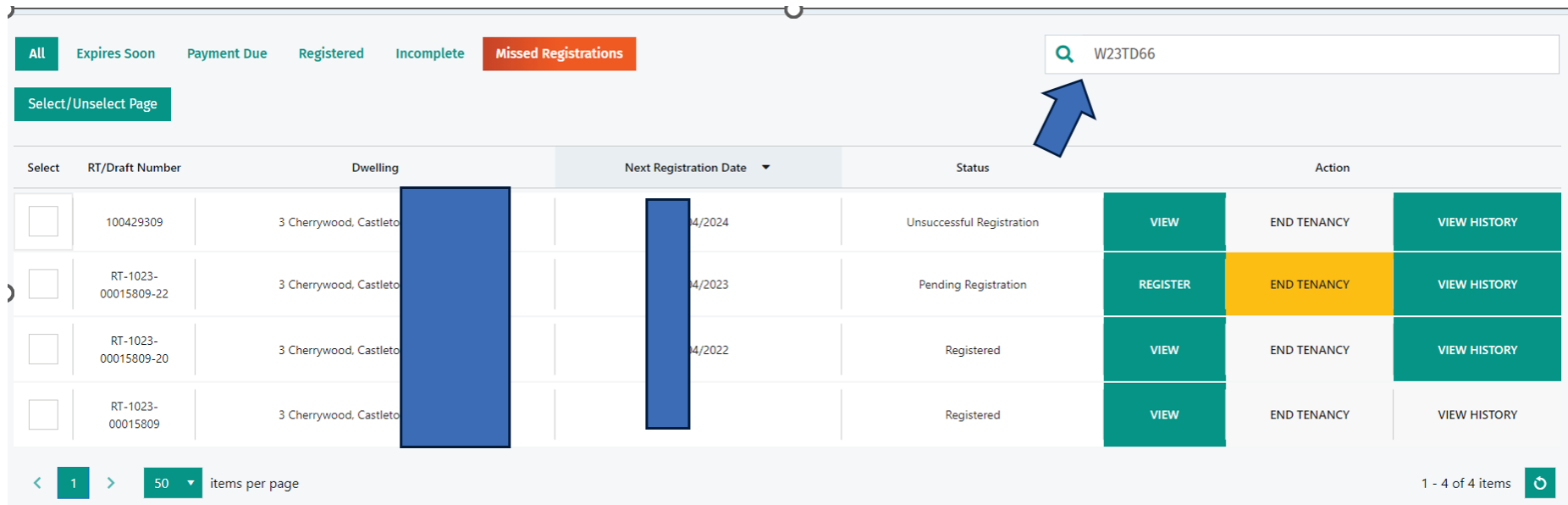
[Select/Unselect Page](#)

Select	RT/Draft Number	Dwelling	Next Registration Date	Status	Action
<input type="checkbox"/>	RT-1023-00015811-23	12 Roselawn, Lucan	1/2024	Registered	<a href="#">VIEW/EDIT</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	100429328	Apple Tree Cottage, 3 Hawkins	0/2024	Draft	<a href="#">VIEW/EDIT</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	RT-1023-00015820	7 Thorne Court, Drogheda	0/2024	Registered	<a href="#">VIEW/EDIT</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	100429309	3 Cherrywood, Castletow	4/2024	Unsuccessful Registration	<a href="#">REGISTER</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	100429319	Misty Meadows, Ratee	4/2024	Deregistered	<a href="#">REGISTER</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	100429316	13 Meadow View, Ballyb	1/2023	Incomplete	<a href="#">VIEW/EDIT</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	100429302	1 Silverbrook, Mountmell	1/2023	Unsuccessful Registration	<a href="#">VIEW</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	RT-1023-00015810	15 Orchard View, Beaverstow	1/2023	Ended	<a href="#">VIEW</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>
<input type="checkbox"/>	RT-1023-00015806	1 Orlynn Park, Lusk, K	1/2023	Pending Registration	<a href="#">REGISTER</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>

# Registration Update

## Manage Registrations Page

- When the Eircode of the rented dwelling is inputted in the search bar the search results will display all the tenancy records associated with the dwelling, each on a separate line.



The screenshot displays the 'Manage Registrations Page' interface. At the top, there are navigation tabs: 'All', 'Expires Soon', 'Payment Due', 'Registered', 'Incomplete', and 'Missed Registrations'. A search bar on the right contains the Eircode 'W23TD66'. Below the search bar is a 'Select/Unselect Page' button. The main content is a table with the following columns: 'Select', 'RT/Draft Number', 'Dwelling', 'Next Registration Date', 'Status', and 'Action'. The table contains four rows of data. The first row shows an 'Unsuccessful Registration' with a 'VIEW' button and 'END TENANCY' and 'VIEW HISTORY' options. The second row shows a 'Pending Registration' with a 'REGISTER' button and 'END TENANCY' and 'VIEW HISTORY' options. The third and fourth rows show 'Registered' tenancies with 'VIEW' buttons and 'END TENANCY' and 'VIEW HISTORY' options. At the bottom, there is a pagination control showing '1' of 1 page, '50' items per page, and '1 - 4 of 4 items'.

Select	RT/Draft Number	Dwelling	Next Registration Date	Status	Action
<input type="checkbox"/>	100429309	3 Cherrywood, Castleto	4/2024	Unsuccessful Registration	VIEW, END TENANCY, VIEW HISTORY
<input type="checkbox"/>	RT-1023-00015809-22	3 Cherrywood, Castleto	4/2023	Pending Registration	REGISTER, END TENANCY, VIEW HISTORY
<input type="checkbox"/>	RT-1023-00015809-20	3 Cherrywood, Castleto	4/2022	Registered	VIEW, END TENANCY, VIEW HISTORY
<input type="checkbox"/>	RT-1023-00015809	3 Cherrywood, Castleto		Registered	VIEW, END TENANCY, VIEW HISTORY



**Maintain  
the Register  
of Tenancies**

# Registration Update

## Contact us

- [Registrations@rtb.ie](mailto:Registrations@rtb.ie)
- [Customer.service@rtb.ie](mailto:Customer.service@rtb.ie) – state IPAV event in subject line
- [0818 30 30 37](tel:0818303037) or [01 702 8100](tel:017028100)



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

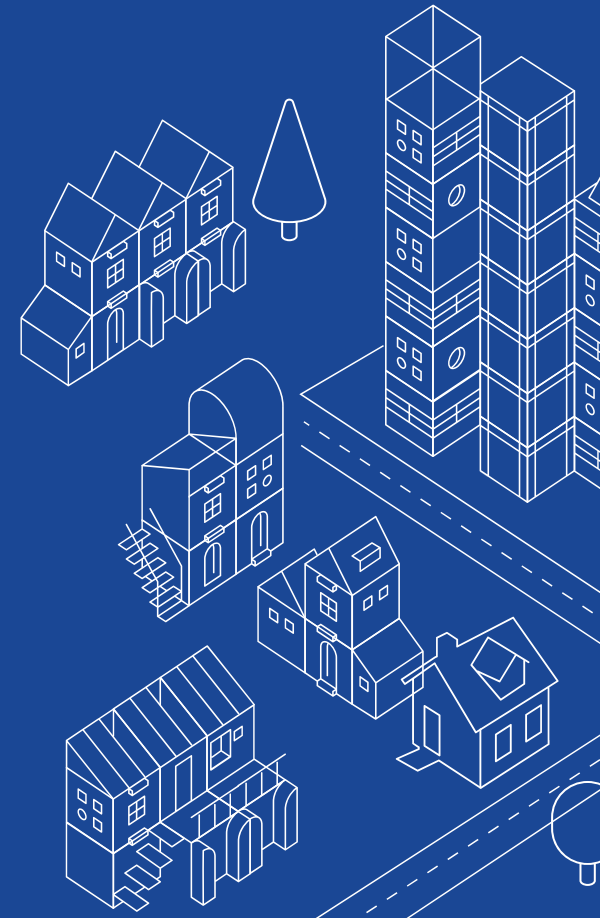
28 November 2023

**IPAV**

# Online Lettings & Residential Conference

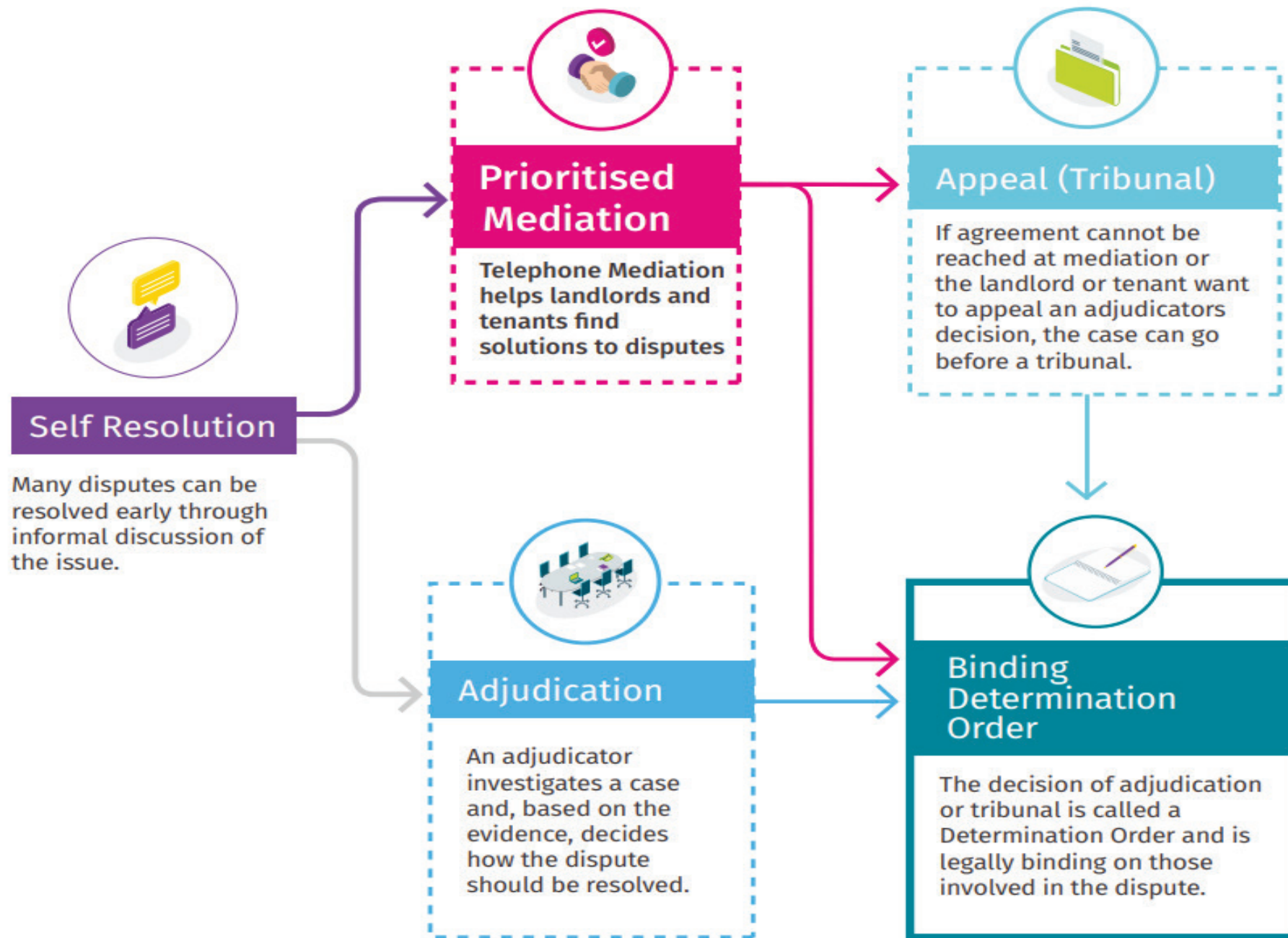
## Dispute Resolution

**Pádraig McGoldrick - Head of Disputes Resolution, RTB**



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board

# Dispute process overview



# Prioritised Mediation

- Each party retains control of the negotiations and is under no compulsion to agree to a settlement if they do not wish to do so.
- Majority of parties who reach agreement at mediation stick to the agreement.
- Agreements are legally binding.
- Confidential - the terms of Determination Orders do not get published on our website.
- **No cost** to the applicant or respondent.
- Fast-tracked and non confrontational.
- Hearings held via Telephone - quick and informal.

## Disputes Applications - % by Year

Resolution Type	2020	2021	2022	2023 by Quarter			
				2023 to Q3	Q1	Q2	Q3
Adjudication	72.4%	58.7%	62.3%	19.9%	15.2%	22.1%	20.8%
Mediation	27.6%	41.3%	37.7%	80.1%	84.8%	77.9%	79.2%

# Facilitation / Early Intervention Initiative

Facilitate early engagement, particularly in cases of rent arrears and where a legal tenancy termination or illegal eviction is in prospect.

Resolve issues without recourse to formal Part 6 disputes procedures:

- Ensure parties are fully aware of nature of issue
- Consider misunderstanding of parties of their rights and obligations
- Provide indication of typical outcomes where it would assist
- The right of parties to access disputes procedures remains central to any intervention

# Annual Disputes Applications – Mediation and Adjudication

Year	2019	2020	2021	2022	To end Q3 2023
Dispute Applications	6,185	5,178	5,657	7,417	7,322
Yearly Increase / (Decrease)	(-3.3%)	(-16.3%)	9.3%	31.1%	31.6%

*\* Number of applications 7,322 at end Q3 2023 v 5,564 in Q3 2022. That represents an increase of 31.6% to the equivalent period in Q3 2022. Current forecast volume by year end in 2023 is just under 10k applications.*

- Highest level of dispute resolution applications to RTB during 2022
- Previous high of 6,398 applications in 2018
- 17.2% higher in 2022 than previous peak
- 2022 applications - 30% higher than 2021.
- Further >30% increase in 2023

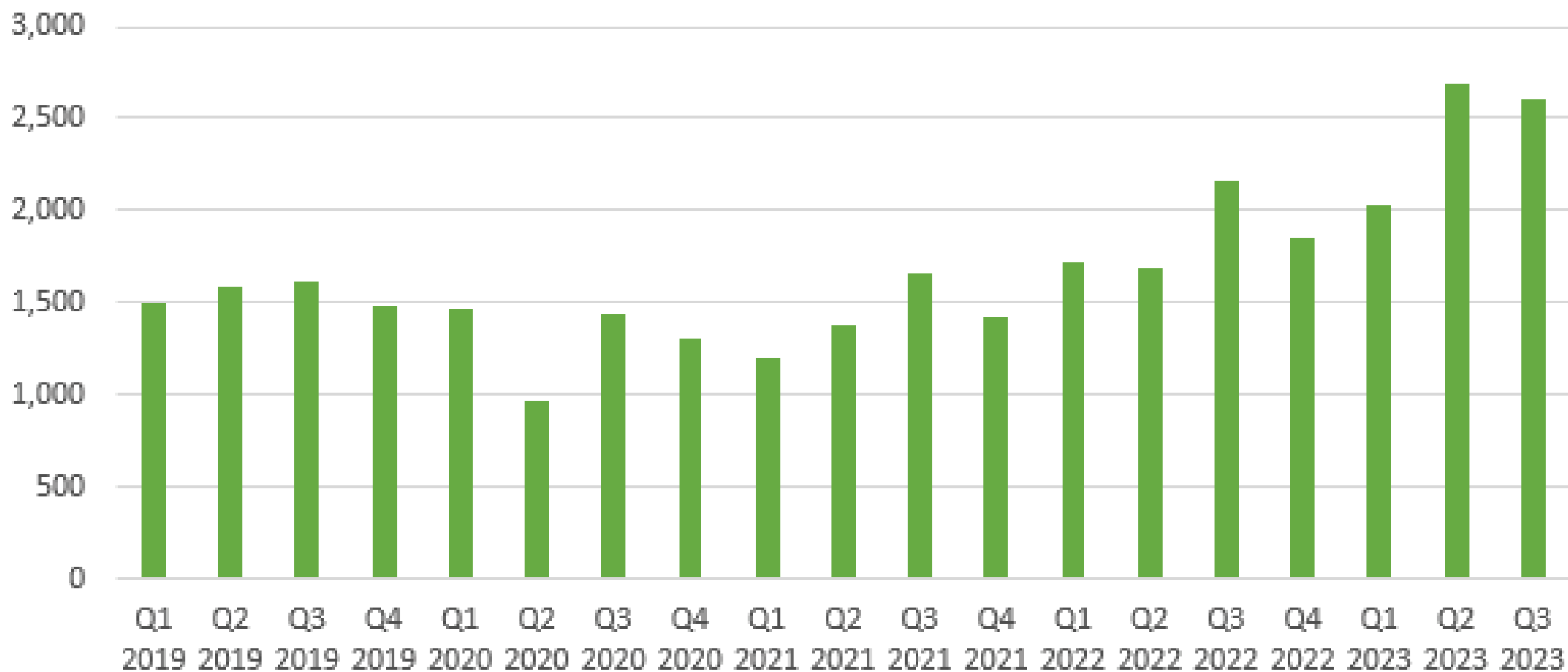
# Annual Tribunal Applications

Year	2019	2020	2021	2022	To end Q3 2023
Number of Appeals to Tribunal	643	478	591	664	882
Yearly Increase / (Decrease)	(-6.9%)	(-25.7%)	23.6%	12.4%	31.6%

*\* Current forecast volume by year end in 2023 is just under 1.2k applications, representing an almost 80% increase in applications from this time last year.*



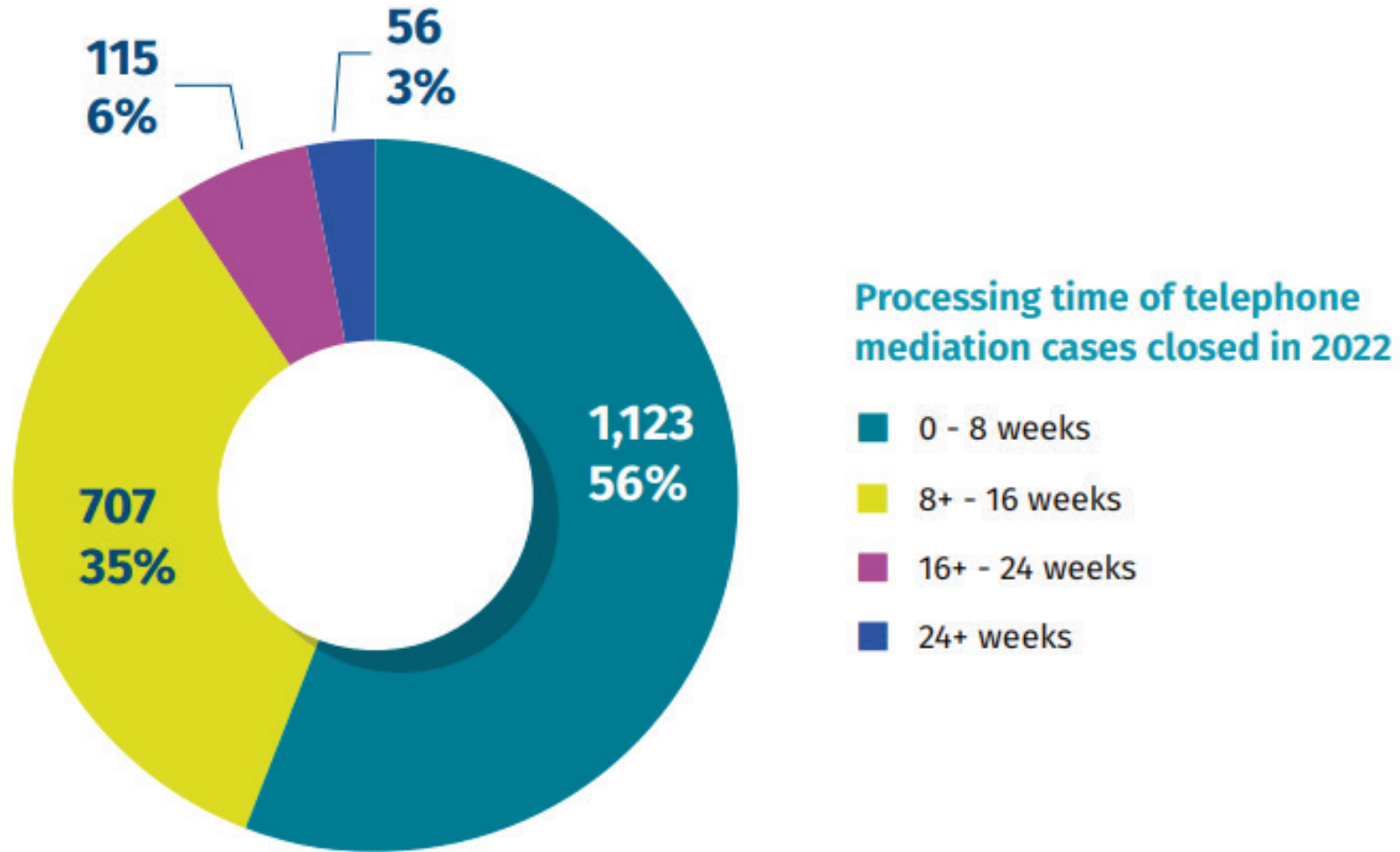
## Dispute Applications by Quarter 2019 to Date



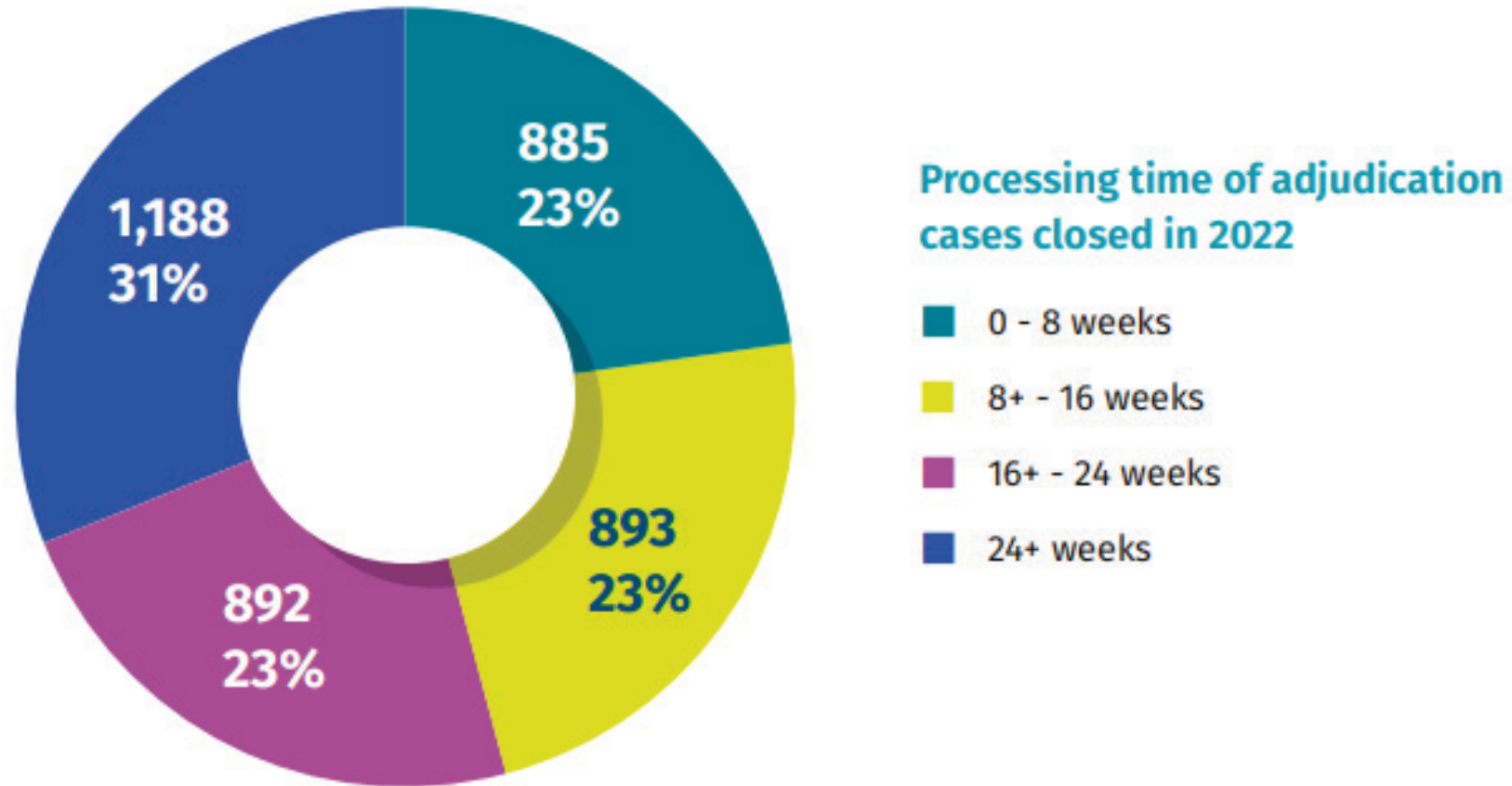
## Average Processing Timelines (No. of Weeks)

	2021	2022	Q4 2022	Q2 2023
Mediations	9.7	8.9	7.7	9.8
Adjudications	19.5	20.5	17.4	23.3
Tribunals	33.4	31.5	24.1	29.8

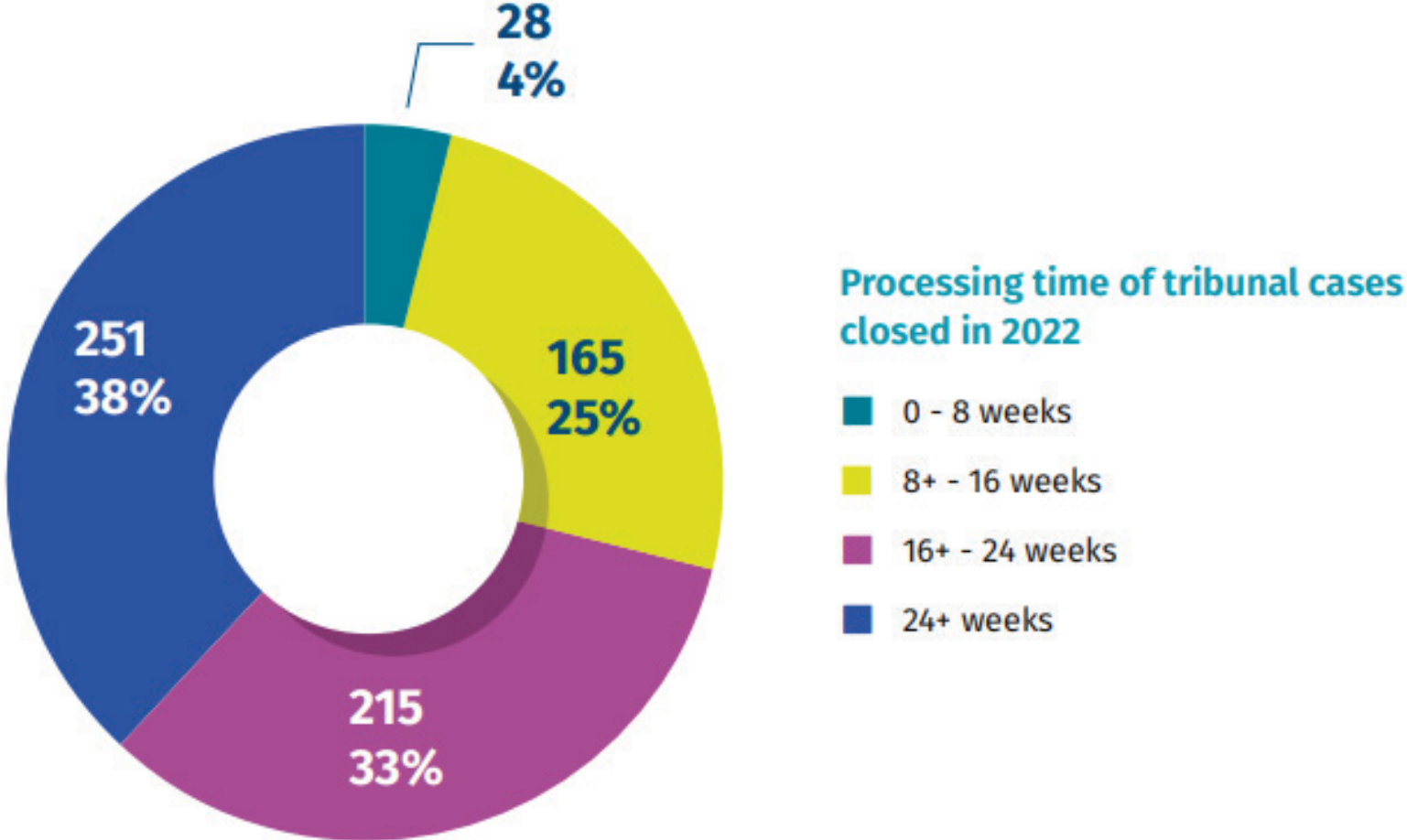
# Mediation Cases – 2022 Processing Time



# Adjudication Cases – 2022 Processing Time



# Tribunal Cases – 2022 Processing Time



Dispute Type*	2019	2020	2021	2022	2023 - End June
Rent arrears / Rent Arrears and Overholding	28%	31%	32%	32%	26%
Validity of notice of termination	22%	14%	17%	19%	19%
Overholding	11%	7%	12%	14%	19%
Breach of landlord obligations	18%	20%	17%	16%	16%
Deposit retention	20%	27%	19%	16%	16%
Other**	15%	13%	13%	12%	13%
Breach of tenant obligations	10%	10%	10%	10%	11%
Standard and maintenance of dwelling	9%	10%	10%	10%	8%
Anti-social behaviour	6%	9%	8%	7%	7%
Unlawful termination of tenancy (Illegal eviction)	7%	9%	7%	6%	7%
Damage in excess of normal wear and tear	5%	6%	5%	4%	4%
Validity of notice of rent review	4%	4%	5%	3%	3%
Rent review not in line with RPZ	4%	4%	4%	3%	3%
Rent more than market rate	3%	2%	2%	2%	2%
Breach of fixed term lease	4%	4%	3%	2%	2%

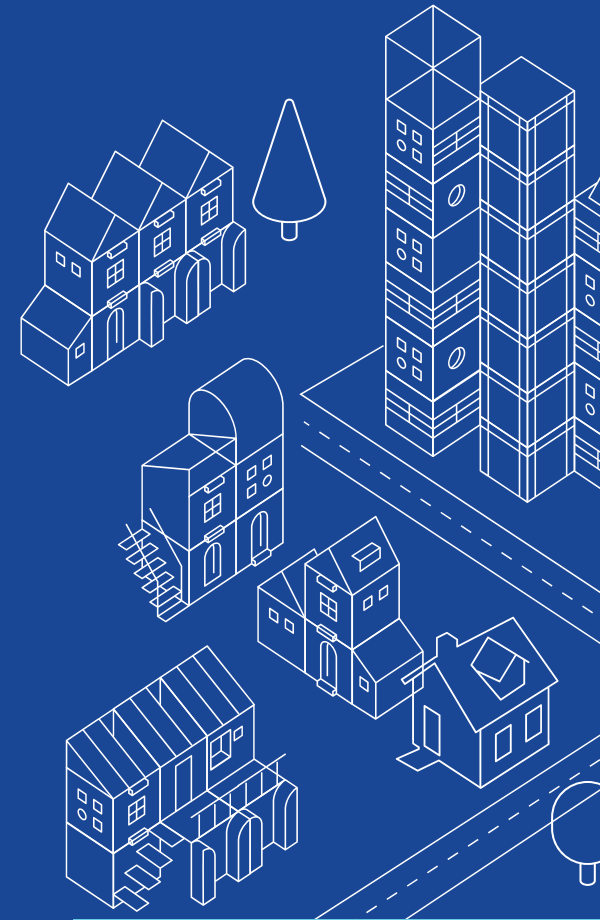
Please note there can be multiple reasons, referred to as dispute types, on each application for dispute resolution.

\*\* Please note 'Other' may be marked on an application form alongside additional dispute types.



Bord um Thionóntachtaí Cónaithe  
**Residential Tenancies Board**

# Questions?



Bord um Thionóntachtaí Cónaithe  
**Residential Tenancies Board**