



Bord um Thionóntachtaí Cónaithe  
Residential Tenancies Board



# RTB's New Online Account and Registration Portal

The RTB is moving to a new online account and registration portal for landlords and agents only. This document provides a brief overview of what landlords and agents can expect in the coming weeks and months.

## Benefits of the New Tenancy Registration Portal at [www.rtb.ie](http://www.rtb.ie)

This new system will provide customers with several benefits when registering their tenancies. Some of these benefits include:

- An enhanced customer experience with new support and information features
- A system which is easier to use and more intuitive for our customers
- The introduction of a verified account approach for individuals, companies and agents
- The integration of Eircode into the system which enhances usability and removes duplication issues in relation to a single dwelling
- The ability to manage and track the status of all registrations and notifications, including online access to Confirmation Letters and receipts.
- Ability to make payments using Credit Card, SEPA and PayPal
- Enhanced notifications to customers via SMS, Email & Letter depending on customer preference

## When will the New Portal Go Live?

The new online account and registration portal is expected to be live and operational from 15th November 2021.

## What does this mean for me?

In order to be able to change over from our current registration system to the new registration portal, there will be a requirement to **close the current system** to allow for a full data-migration to the new system.

As per the messaging on [www.rtb.ie](http://www.rtb.ie), **this closure will take place from the evening of 4th November to 15th November 2021.**

If landlords and agents have any draft registrations on the current system, you must complete these registrations and pay for them, otherwise they will be deleted. You will be able to input the new registration once the new system opens.

The RTB will also be closing the existing dispute portal on 4th November and a **new webform for dispute applications will go live on 5th November 2021.**

This webform replaces the current dispute online portal. This means customers will not be able to submit evidence through the portal once it is closed. Customers are strongly encouraged to access any information or documentation related to your respective dispute resolution applications, along with completing any open dispute resolution applications, before 4th of November, as you will no longer have access to the portal once it closes.

## What support will I have to use the new Registration Online Portal?

The RTB Online Account Information Hub can be accessed on the RTB website on [www.rtb.ie/info-hub](http://www.rtb.ie/info-hub).

The Information Hub includes links, information and videos on how to create and manage your RTB Online Account and how to register tenancies. This includes information on:

- > How to create an account
- > How to register your tenancy, process a missed registration and link to your existing registrations
- > How to manage your profile and registrations
- > How to update a registration when adding additional information or ending a tenancy
- > A Glossary of Terms aligned to the new online portal
- > New registration statuses explained
- > How the RTB will communicate with its customers
- > How to submit a dispute resolution application, the new webform and appeals process
- > Video guides on account creation, managing your profile, registering a tenancy, linking existing registrations and company account structures
- > Document library with guides for landlords, agents and receivers

**The RTB would strongly encourage our landlord and agent customers to start reading the information and watching the videos to get further acquainted with the new portal which is expected to be live on the 15th of November 2021.**

We appreciate that any new system will take time for everyone to get used to. This will be an important transition for all of you involved in the rental market. The new online registration system will deliver huge benefits to users of the portal through the access, simplicity and control that it gives them. We would like to thank you in advance for your patience and understanding during this period of change.

