



Bord um Thionóntachtaí Cónaithe
Residential Tenancies Board

Recommencing the charging of late fees from **1 March 2024**



Contents

1.	Summary of Changes	3
2.	New online account and registration portal	4
3.	Annual Registration	4
4.	System performance and customer services issues	5
5.	How the RTB supported landlords and agents to register tenancies in 2022	6
6.	Necessary technical improvements	7
7.	Customer Service response times	7
8.	Recommencing the charging of late fees from 1 March 2024	8



1 Summary of Changes

In recognition of the genuine difficulties among our user community, the Residential Tenancies Board had applied a temporary pause on the charging of late fees. This applied for the following tenancies:

- New tenancy registrations with a tenancy commencement date on or after the 12 November 2022.
- Annual registrations of existing tenancies which became due on or after 12 November 2022.

The RTB has worked continuously to address the many issues and concerns raised by users of the platform whilst also ensuring registration customer service response times have been restored. This document sets out the work completed by the RTB to ensure that landlords can comply with their responsibilities including ensuring that all tenancies that are required to be registered under the law are registered with the RTB.

Late fees will recommence being charged from 1 March 2024, however late fees will not apply retrospectively.

Upcoming New Registration or Annual Registration Renewal	Late registrations: 4 April – 12 November 2023	Late registrations: 12 November – 1 March 2024
Landlords/agents who are registering a new tenancy registration with a tenancy commencement date on or after 1 March 2024 or are completing an annual registration of an existing tenancy which becomes due on or after 1 March 2024, will now be charged late fees (€10 per month) if the registration is not completed within the 4 weeks from the anniversary of the tenancy commencement date.	Landlords/agents who have yet to register a tenancy which was due for registration as a new tenancy registration with a tenancy commencement date on or after the 4 April 2022, or have yet to complete an annual registration of an existing tenancy which became due on or after 4 April 2022 up to 12 November 2022, will still be charged late fees (€10 per month) but those late fees will be refunded in due course.	Landlords/agents who have yet to register a tenancy which was due for registration as a new tenancy registration with a tenancy commencement date on or after the 12 November 2022, or have yet to complete an annual registration of an existing tenancy which became due on or after 12 November 2022 will not be charged late fees.

2 New online account and registration portal

In November 2021 the RTB's new online account and registration portal for landlords and agents went live, which was a significant and necessary step in the RTB being in the position to support annual registration. This new system provides a core enterprise platform for the RTB, establishing key operational pillars in terms of data management and organisational capability and agility.

Access to better business intelligence and advanced data collection and reporting capabilities will position the RTB as a more effective regulator.

The new registration system has already yielded many benefits including:

- Private, corporate, and social housing providers, whether individuals or organisations, can register, update, & renew tenancies on the system.
- Data quality is much improved due to strict validation processes for PPSN, Eircode and CRO number.

- Capability to automatically remove tenancies which are not renewed on time by the landlord or their agent. This means that, after an interval, inactive tenancies no longer appear on the register.
- Provision of additional options for payment of registration fees (Paypal & SEPA).
- Greatly enhanced scope for enterprise reporting and analytical capability which provides the RTB with improved capability for gaining deeper insights into our data.
- Improved auditing capability to ensure traceability of transactions.
- Strengthened capability for secure data management and data disposition. We now have an extensible technology platform in place using well-proven software (e.g. Dynamics 365; SharePoint; PowerBI; Office 365)

The new online account and registration portal is a central solution for the organisation to leverage and build upon as the rental landscape changes and develops, allowing it to continue to support and develop a well-functioning rental sector.

3 Annual Registration

Since 4 April 2022, a landlord is obliged to apply to the Residential Tenancies Board (RTB) to register a tenancy - or a licence in Student Specific Accommodation (SSA) - within one month of its commencement date and every year after this, on the anniversary of the date the tenancy began, for so long as the tenancy/SSA licence exists.

Tenancies that begin on or after 4 April 2022 will be subject to a new fee structure for annual registration. Please note, the tenancy commencement date is the date that the tenant is entitled to take up occupation of the dwelling.

With the introduction of annual registration, the cost to register tenancies is €40 per year for private rentals, cost rentals and Student Specific Accommodation (SSA) rentals.

Late fees for private rental, cost rentals and SSA are €10 for every month (or part thereof) that the registration is late.

4 System performance and customer services issues

The introduction of annual registration, which significantly increased the number of landlords and agents engaging with our services daily, coupled with the new online account and registration portal led to unprecedented demand on our customer service channels.

The new functionality on the Registration System did not fully work as intended and this caused a range of issues for many landlords and agents trying to register their tenancies, which resulted in significant delays, backlogs, and response issues in our contact centre.

Some of the system issues which landlords and agents were experiencing were:

- **Creation of online accounts:** Landlords and agents were required to set up a new online account and some required additional support to navigate the new system.
- **Data Migration:** Some landlords/agents experienced difficulties in retrieving and linking data to migrate it to the new tenancy registration system from the RTB's old system.
- **System usability:** Many users found the system confusing and slow to navigate which caused unnecessary frustration and delay in completing registrations to users of the system.
- **Data verification:** One of the core features of the new system is to ensure that PPSN data entered is verified and that the Eircode is matched with only one verified dwelling in the RTB system. Some people had issues ensuring their details matched the Department of Social Protection records and some letting agents had to contact their clients to complete the verification process.



5 How the RTB supported landlords and agents to register tenancies in 2022

The RTB has worked continuously to address the many issues and the concerns raised by users of the platform. A range of responses were developed to support landlords and agents to complete registrations:

■ **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. Webchat, while an efficient channel when dealing with straightforward queries and popular with users, was not suitable to deal with the volume or complexity of the queries then being received. 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:** On the grounds of administrative necessity and in the interests of treating landlords and agents fairly and reasonably given the genuine difficulties being experienced with the annual registration process on the new system, the automatic imposition of fees on late annual registrations was disabled in November 2022. In December 2022, we also commenced refunding late fees which had been imposed between April and November 2022. Please see further detail below.

■ **Public facing communications materials**

reviewed: The RTB reviewed all its public facing communications materials to ensure high quality, relevant and accessible information on the registration processes was available to landlords and agents. We also engaged with landlord and agent representative groups to help us understand the problems being experienced by their members so that we could provide better support.

- ### ■ **Website Updates:** The RTB published regular updates on its website since early 2022 to help keep agents and property owners informed of the issues and inform them of the interim measures being put in place by the RTB to help mitigate some of the impact of these issues.

- ### ■ **Engagement with stakeholders:** The RTB worked collaboratively and constructively with landlords and letting agents who were using the new registration system. We very much appreciate the feedback received from individuals and from the representative bodies.

6 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 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. Please see explanatory document here: [Manage Registrations | Residential Tenancies Board \(rtb.ie\)](#)
- 2 New account setup customer journeys for Companies Outside Ireland, Non-national Landlords and Non-CRO organisations:** Companies outside of Ireland, non-CRO organisations, and non-national landlords now require a verified account, which has been assigned a unique COI or NNL identification number in order for these landlords or their agents to register tenancies. This will streamline the one-time verification process and eliminate the need for manual verification during each registration. For more information, click here: [Register a tenancy | Residential Tenancies Board \(rtb.ie\)](#)

- 3 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. For more information click here: [Register a tenancy | Residential Tenancies Board \(rtb.ie\)](#)

7 Customer Service response times

SERVICE	RESPONSE TIME
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	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.

8 Recommencing the charging of late fees from 1 March 2024

The RTB has worked continuously to address the many issues and concerns raised by users of the platform whilst also ensuring all registration customer service response times have been restored. This document sets out the work completed by the RTB to ensure that landlords can comply with their responsibilities including ensuring that all tenancies that are required to be registered under the law are registered with the RTB.

Late fees will recommence being charged from 1 March 2024; however late fees will not apply retrospectively.

Please see link to Annual Registration fee structure here: [Annual Registration Fees](#)

Upcoming New Registration or Annual Registration Renewal	Late registrations: 4 April – 12 November 2023	Late registrations: 12 November – 1 March 2024
Landlords/agents who are registering a new tenancy registration with a tenancy commencement date on or after 1 March 2024 or are completing an annual registration of an existing tenancy which becomes due on or after 1 March 2024, will now be charged late fees (€10 per month) if the registration is not completed within the 4 weeks from the anniversary of the tenancy commencement date.	Landlords/agents who have yet to register a tenancy which was due for registration as a new tenancy registration with a tenancy commencement date on or after the 4 April 2022, or have yet to complete an annual registration of an existing tenancy which became due on or after 4 April 2022 up to 12 November 2022, will still be charged late fees (€10 per month) but those late fees will be refunded in due course.	Landlords/agents who have yet to register a tenancy which was due for registration as a new tenancy registration with a tenancy commencement date on or after the 12 November 2022, or have yet to complete an annual registration of an existing tenancy which became due on or after 12 November 2022 will not be charged late fees.