

# Changes to the Manage Registrations Page

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### 1. Summary of changes

The RTB has made some 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. The record displayed on the Manage Registrations page 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.

For the majority of tenancies, only one record will require action. However, there are some scenarios where more than one record related to a tenancy will have an action available. For example, where a draft record is created, actions will be available on the draft record and the previous record i.e. the current tenancy registration. These scenarios will be outlined further below.

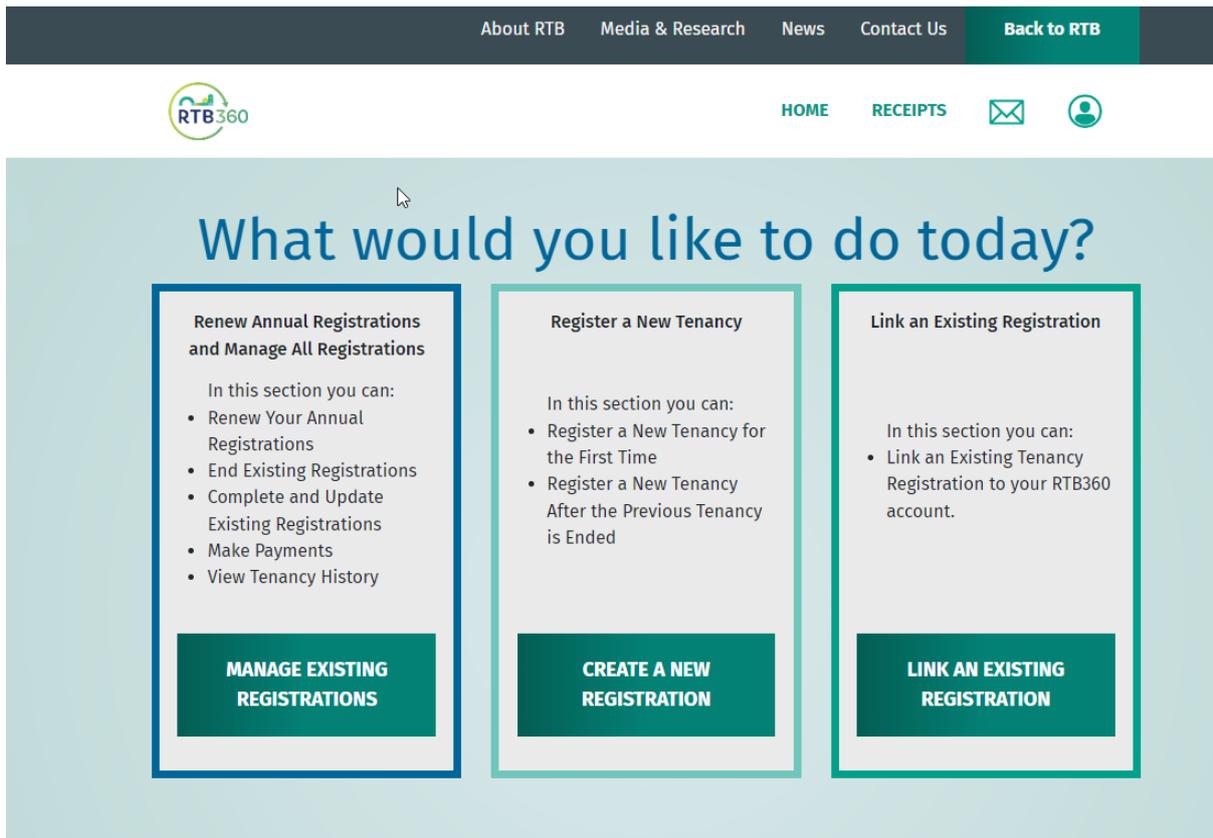
You can still access all your tenancy registration records by using the search bar to search by Eircode, address, RT number etc.



**Fig. 1: Search Bar**

## 2. The Manage Registrations Page

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

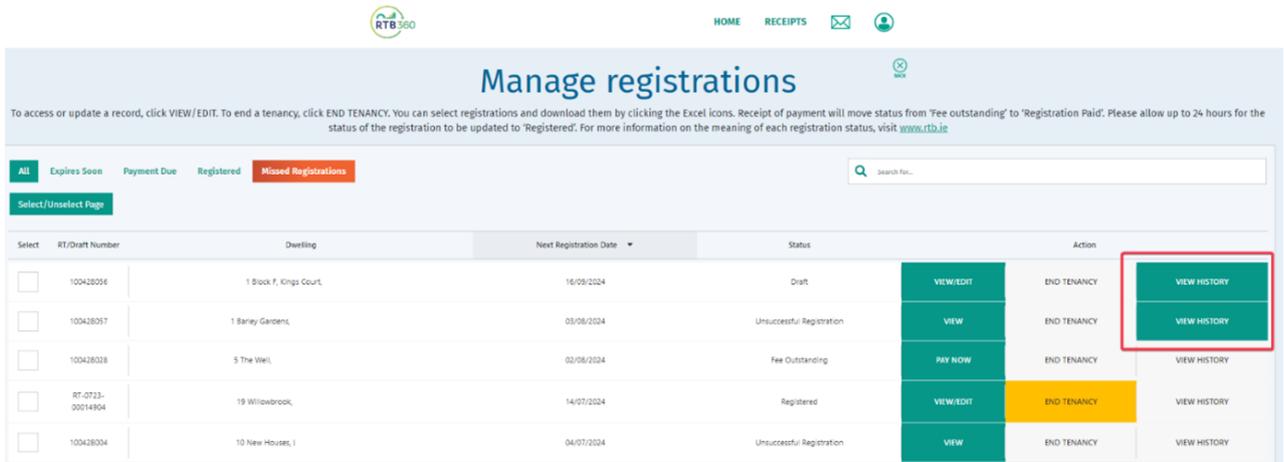


**Fig. 2: Homepage**

You will then be brought to the Manage Registrations page where the latest actionable record for each tenancy will be displayed.

To the far right of the display of registrations, there now exists a View History button where you can view the related historical tenancies of the selected record.

This button is not available for records which do not have a history e.g., a newly registered tenancy which is not a renewal of any sort.



**Manage registrations**

To access or update a record, click VIEW/EDIT. To end a tenancy, click END TENANCY. You can select registrations and download them by clicking the Excel icons. Receipt of payment will move status from 'Fee outstanding' to 'Registration Paid'. Please allow up to 24 hours for the status of the registration to be updated to 'Registered'. For more information on the meaning of each registration status, visit [www.rtb.ie](http://www.rtb.ie)

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

Select/Unselect Page

Select	RT/Draft Number	Dwelling	Next Registration Date	Status	Action
<input type="checkbox"/>	100428026	1 Block F, Kings Court	16/09/2024	Draft	VIEW/EDIT END TENANCY VIEW HISTORY
<input type="checkbox"/>	100428057	1 Barley Gardens	03/06/2024	Unsuccessful Registration	VIEW END TENANCY VIEW HISTORY
<input type="checkbox"/>	100428038	5 The Well	02/06/2024	Fee Outstanding	PAY NOW END TENANCY VIEW HISTORY
<input type="checkbox"/>	RT-0723-00014904	19 Willowbrook	14/07/2024	Registered	VIEW/EDIT END TENANCY VIEW HISTORY
<input type="checkbox"/>	100428034	10 New Houses, I	04/07/2024	Unsuccessful Registration	VIEW END TENANCY VIEW HISTORY

**Fig 3: View History button on relevant records**

When you click on the View History button, you will be brought to the Tenancy History page and can see the related historical records.



**Tenancy History**

To view the details of a record, click VIEW. To verify a missed registration, click VERIFY.

RT/Draft Number	Dwelling	Status	Next Registration Date	Tenancy End Date	Action
RT-0820-01637040-22	23 White Calks	Pending Registration	18/05/2023		VIEW

**Fig 4: Historical record of a tenancy**

These records have an Action button called View, where you may open the record and view the details.



If you need to update the tenancy at this dwelling, this should be done on the most recent registration for this dwelling.  
Click **BACK** to return to Manage Registrations, when happy to proceed.

DOWNLOAD PDF

## Review Registration

RT-0820-01637040-22 - 23 White Oaks |

Dwelling Details

Tenancy Commencement Date	18/05/2020
Address Line 1	23 White Oaks Green
Address Line 2	<input style="width: 100%;" type="text"/>
County	<input style="width: 100%;" type="text"/>
Eircode	<input style="width: 100%;" type="text"/>
Dwelling Type	Apartment
Number of Bedrooms	3
Number of Bed Spaces	3
Overall Floor Area (Square Metre)	60
Do you have a BER Cert?	No
No BER Reason Code	No Reason Given

Tenancy Details

**Fig 5: Display of record after clicking on View Button**

### 3. Draft Records

As stated above, there are some scenarios where more than one record for a tenancy will have an action available. With the aim of simplifying the Manage Registrations page, it is preferred that you do not need to navigate to the Tenancy History page to take actions on tenancies. In order to facilitate this, the action that is available on the expiring registration (in View History) is now available on the record displayed on the Manage Registrations page.

Where a draft record has been created as a result of a renewal, you will now have access to the End Tenancy button on the Manage Registrations page if you wish to end the tenancy instead of proceeding with the renewal.

• Click **Incomplete** Tab to View and Provide Missing Details Detected on Your Registrations.

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 checked="" type="checkbox"/>	100428296	1 Block F, Kings Court, ...	16/09/2024	Draft	VIEW/EDIT END TENANCY VIEW HISTORY

**Fig 6: End Tenancy button on the draft of a renewal**

On click of View History, the parent record will be displayed with only the option to View the record.

Tenancy History

To view the details of a record, click VIEW. To verify a missed registration, click VERIFY.

RT/Draft Number	Dwelling	Status	Next Registration Date	Tenancy End Date	Action
RT-0922-0026992	1 Block F, Kings Court, ...	Pending Registration	16/09/2023		VIEW

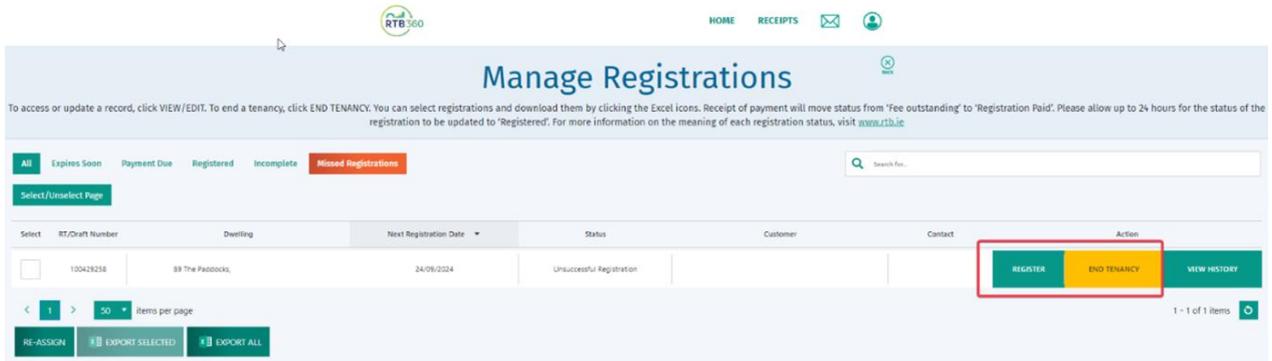
**Fig 7: Parent record with only the option to View**

#### 4. Unsuccessful Records

In the case of a registration which has gone to a status of Unsuccessful, there is no action available on this record to the Portal User. As the Unsuccessful record is the latest record related to the tenancy, it will be the record displayed on the Manage Registration Page. The previous record which requires action will be to view only available in the Tenancy History view.

In order to maintain the aim of having one record per tenancy on the Manage Registrations Page, the Unsuccessful record displayed on the Manage registrations page will 'inherit' the actions buttons available on the expiring registration.

If the Unsuccessful record is the first registration application for this tenancy, there will be no tenancy history and the Unsuccessful record will not inherit any action buttons. In this case you must complete a new registration.



**Manage Registrations**

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

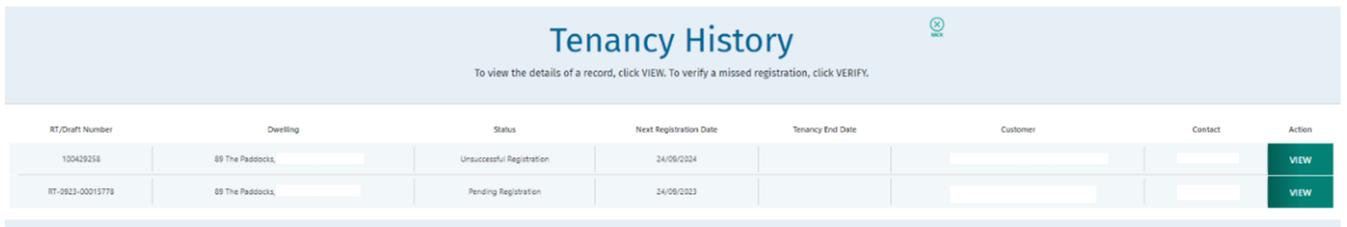
Select/Unselect Page

Select	RT/Draft Number	Dwelling	Next Registration Date	Status	Customer	Contact	Action
<input type="checkbox"/>	100429258	89 The Paddocks,	24/09/2024	Unsuccessful Registration			<a href="#">REGISTER</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>

[RE-ASSIGN](#)
[EXPORT SELECTED](#)
[EXPORT ALL](#)

1 - 1 of 1 items

**Fig 8: Unsuccessful registration with 'inherited' options to End Tenancy and Register**



**Tenancy History**

To view the details of a record, click VIEW. To verify a missed registration, click VERIFY.

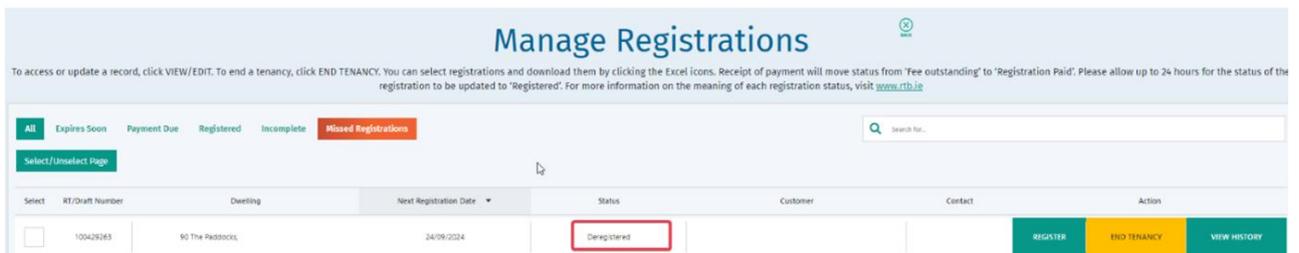
RT/Draft Number	Dwelling	Status	Next Registration Date	Tenancy End Date	Customer	Contact	Action
100429258	89 The Paddocks,	Unsuccessful Registration	24/09/2024				<a href="#">VIEW</a>
RT-0923-00013776	89 The Paddocks,	Pending Registration	24/09/2023				<a href="#">VIEW</a>

**Fig 9: View History of the Unsuccessful Registration (View Only)**

## 5. Deregistered Records

Similar to the Unsuccessful scenario above, when a renewal of a registration is completed but subsequently goes to a Deregistered status, no action is available on the Deregistered record. When a record goes to a Deregistered status, the expiring registration reverts to it's awaiting renewal status, thus facilitating another attempt to register or end the tenancy.

The Deregistered record displayed on the Manage Registrations page will 'inherit' the action buttons available on the parent/previous record i.e. Register or End Tenancy.



**Manage Registrations**

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[Registered](#)
[Incomplete](#)
[Missed Registrations](#)

Select/Unselect Page

Select	RT/Draft Number	Dwelling	Next Registration Date	Status	Customer	Contact	Action
<input type="checkbox"/>	100429263	90 The Paddocks,	24/09/2024	Deregistered			<a href="#">REGISTER</a> <a href="#">END TENANCY</a> <a href="#">VIEW HISTORY</a>

**Fig 10: Deregistered record with inherited action buttons of Register and End Tenancy**

Tenancy History							
To view the details of a record, click VIEW. To verify a missed registration, click VERIFY.							
RT/Draft Number	Dwelling	Status	Next Registration Date	Tenancy End Date	Customer	Contact	Action
100426263	90 The Paddocks, [redacted]	Deregistered	24/09/2024		[redacted]	[redacted]	VIEW
RT-0623-00015780	90 The Paddocks, [redacted]	Pending Registration	24/09/2023		[redacted]	[redacted]	VIEW

**Fig 11: Parent record showing status reset to Pending Registration on the deregistering of the child record**

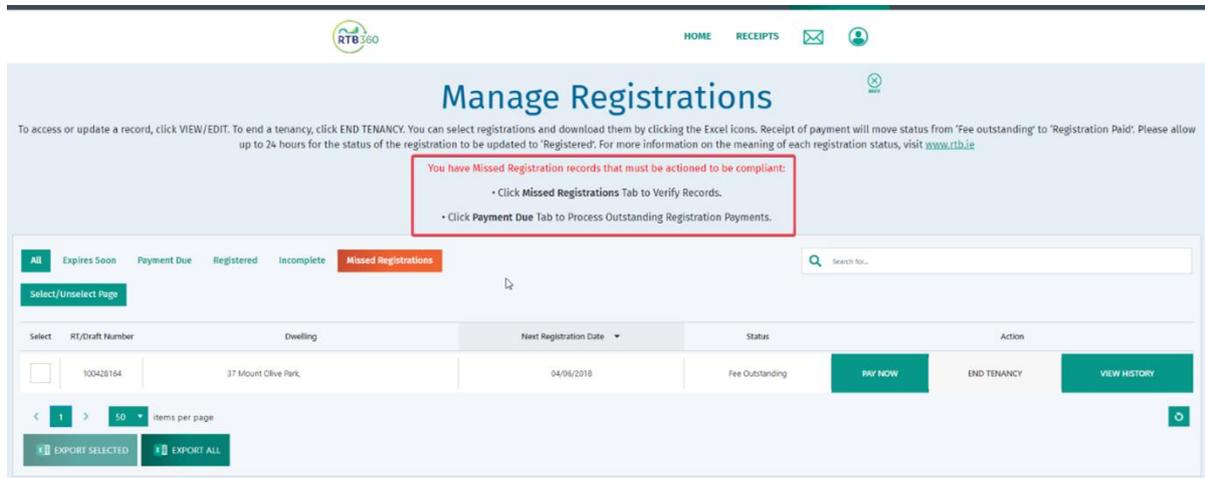
## 6. Missed Registrations Records

Missed Registration records are generated when a tenancy registration is not renewed when it is due. More information on Missed Registrations can be found on the RTB website (<https://www.rtb.ie/info-hub/register-tenancy/missed-registration>). These Missed Registrations must be registered retrospectively to bring the landlords registrations up to date.

With regards the Manage Registrations page, these records pose a unique challenge as there may be several tenancy records related to the tenancy that require action.

If you have Missed Registrations associated with your account, the system will recognise this when you open your Manage Registrations page. While only one record will be displayed on your Manage Registrations page, in an effort to guide you in the best possible way, some additional messaging has been introduced at the top of the page regarding missed registrations. This messaging will be tailored to the specific actions you are required to take, for example:

- You will be notified if you have Missed Registrations and will be directed to the Missed Registration tab
- You will be directed to the Payments Due tab if you have fees outstanding

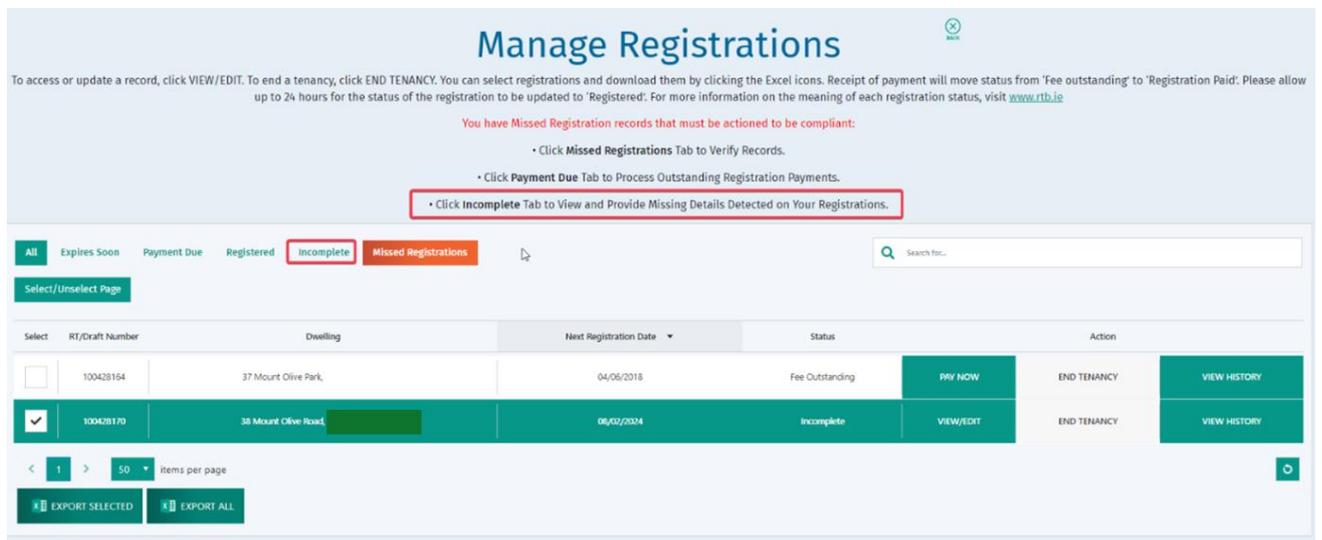


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**ig 12: Display of when there are missed registrations with Statuses Fee Outstanding.**

If a record generated from the Missed Registrations process goes to Incomplete, a further message is generated on the Manage Registration page. A new tab called Incomplete has been added to the filtering options for consistency and ease of access.

The Incomplete tab is not limited to Missed Registrations. All incomplete records will be shown in the Incomplete tab.



**Fig 13: Indicating missed registration records in an Incomplete Status**

If the Missed Registration records are in status of 'To Be Verified' then the action button on the Tenancy History page will display the Verify option.

RTB 360 HOME RECEIPTS  

## Tenancy History

 BACK

To view the details of a record, click VIEW. To verify a missed registration, click VERIFY.

RT/Draft Number	Dwelling	Status	Next Registration Date	Tenancy End Date	Action
100428021	2 The Well, [redacted]	To be Verified	05/06/2024		<a href="#">VERIFY</a>
RT-0823-00014908-22	2 The Well, [redacted]	Pending Registration	05/06/2023	04/06/2023	<a href="#">VIEW</a>
100428019	2 The Well, [redacted]	Fee Outstanding	05/06/2022		<a href="#">VIEW</a>

**Fig 14: Tenancy History display of Missed Registrations**