

HAP Shared Services Centre

Housing Practitioners Conference

25/6.5.2017

HAP

- More integrated system of housing supports
 - Objective - social housing supports accessed through LA
 - Allows recipients to take up full-time employment and keep their housing support
 - Single point of contact for landlords in HAP.
 - Household **sources their own accommodation** on the basis of the HAP rent limits - Contractual arrangement **between landlord and tenant.**
 - Once housed through HAP- **housing needs are met**
 - **Any household that is qualified for social housing support is eligible for HAP**
- Largest non-capital programme “will replace rent supplement and RAS...”. *Rebuilding Ireland Action Plan for Housing and Homelessness*

LIMERICK CITY & COUNTY COUNCIL ROLE

- LCCC 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, Planning, Community and Local Government (DHPCLG).
- Based in the Granary in Michael Street Limerick.
- There are currently 41 staff, scheduled to rise to 111 as the project matures.

WHAT HAP SSC DOES

- Staff in the HAP SSC carry out a range of functions on behalf all local authorities, landlords and tenants in HAP
- As the national customer contact centre for HAP, daily liaison with HAP landlords and tenants, and with our local authority clients
- Set-up and commencement of HAP tenancies / RS transfers
- Payment of monthly landlord rent
- Tax clearance checking for landlords
- Collection of tenant differential rent debit for all tenancies
- Management of the debt collection process
- Monitoring, reviewing and maintenance of HAP tenancies
- Data analytics for stakeholders
- Recoupment from the DHPCLG

HAP SSC STAKEHOLDERS

- Local Authorities
 - HAP went fully national on 1st March 2017 when Dublin City Council, Fingal County Council and Dun Laoghaire Rathdown County Council all joined the scheme. This completed the HAP SSC client base at 31 local authorities and the Dublin Regional Homeless Executive
- Tenants
- Landlords
- Other stakeholders
 - DHPCLG
 - DSP
 - Housing Agency
 - CCMA
 - LGMA
 - DPER

PROGRESS TO DATE

- In 2014, HAP SSC managed just over €600k, €21m for 2015, rising to circa €100m in 2016, and this year we will manage over €230m.
- The Rebuilding Ireland target for HAP in 2021 is **84,000** tenancies, involving at that stage, over €600m per annum.
- Since 2014, overall a total of **24,733** HAP tenancies have been set-up to date, of which **22,018** are active HAP tenancies.
- For 2017, **6,503** HAP tenancies have been set-up, at a typical weekly rate of between 350-400.
- HAP SSC is well on course to meet the 2017 national target of 15,000 new tenancies
- Debt management unit → between 97-99% weekly collection rate
- Landlord payments growing at over €1m a month – currently €14m
- Monthly rent run over €3.6m– growing by €150k per month.

GOVERNANCE – CURRENT ARRANGEMENTS

