**Applicants**

**FREQUENTLY ASKED QUESTIONS**

**WHAT IS THE HOUSING NEED ASSESMENT?**

All Local Authorities are required by the Department of Housing, Planning and Local Government under Section 21 of the Housing (Miscellaneous Provisions) Act 2009, to complete this assessment for all persons who have applied for social housing support.

The purpose of the Assessment is to capture the total number of households qualified for social housing support across the county whose social housing need is not being met, in order to understand the level of need for such support.

**WHO COMPLETES THE HOSUING NEEDS ASSESMENT?**

Applicants who have applied for social housing support after the 30th of July 2020 are required to complete the Housing Needs Assessment 2023. Each applicant must confirm their requirement to the Council by completing the online assessment at the below link. Applicants for Social Housing Support, who applied **after** 11th August 2022 do not need to complete the Housing Needs Assessment. Transfer applicants, HAP and RAS tenants are **also not** included in this assessment.

**HOW TO REGISTER?**

* Visit the HHA Online homepage (<https://hna.fingal.ie> )
* Select Register Now.
* Type your Display name.
* Email address
* Password
* Mobile phone

An email will be sent to you to activate your account, please check your spam folder.

**HOW DO I COMPLETE MY APPLICATION?**

* Go on the portal (<https://hna.fingal.ie> )
* Click on log in
* Type in your email address.
* Type in your password
* A verification code will be sent by text to your mobile phone.
* Click on Complete HNA.

**WHAT DOCUMENTS DO I REQUIRE TO COMPLETE THE ASSESSMENT?**

* Proof of income in the form of Social welfare payment receipts or a letter from the DSP detailing payments, a Current Payslip, Employment Detail Summary / Statement of Liability
* Evidence of Residency Status, as applicable
* Other documentation as indicated during completion of the online assessment

**WHICH FILE FORMATS ARE ACCEPTED?**

* + You can upload your documents as PDF’s and / or image files. Please note all the information must be clearly legible.

**IS THERE A FILE SIZE LIMIT?**

* + Yes, the size limit is 30Mb.

**BROWSER RECOMMENDATION**

* + The HNA Online Portal is designed to work with most web browsers for PCs and Macs. We recommend the use of current versions of Chrome or Edge browsers to make sure our web pages display quickly and that you have the latest security updates.

**I NEED TO AMEND MY APPLICATION BUT IT IS ALREADY SUBMITTED.**

* + Please contact HNA team at housingneeds.assessment@fingal.ie explaining your amendment.

 **I SUBMITTED MY APPLICATION, WHAT’S NEXT?**

* After you submit your complete application, it will be examined by our team. If missing information or further documentation is required a member of the Housing Support will contact, you. Please ensure an up to date email address and phone number if provided when completing your form.

**I DO NOT HAVE A COMPUTER / CAN I STILL SUBMIT MY PHYSICAL APPLICATION?**

* + The HNA Portal has been created for use on a wide range of devices, such as mobile phones, tablets, laptops etc. Paper applications are available on request. Please make contact with the Housing team on housingneeds.assessment@fingal.ie or on 01 8905000 should a paper copy be required.