



iCare
HOUSING

iCare Housing Tenant Handbook

Welcome to iCare Housing.

Dear Resident,

We are pleased to present you with your iCare Housing Tenant Handbook.

This handbook has been written to provide you with clear information and guidance about your tenancy.

It sets out your responsibilities as a tenant, as well as the responsibilities of iCare Housing as your housing provider.

Please take some time to familiarise yourself with the contents.

We hope it will be a useful and reliable resource throughout your tenancy.

David Hall,

Chief Executive Officer, iCare Housing



Disclaimer

This Tenant handbook is intended as a general guide for tenants of iCare Housing. While every effort has been made to ensure the information is accurate and up to date, it does not replace the terms of your tenancy agreement or any relevant legislation. If there is any conflict between this handbook and your tenancy agreement or current housing law, the tenancy agreement and applicable legislation will take precedence. iCare Housing reserves the right to update or amend this handbook as needed. Please keep this handbook in a safe place, as it contains important information that you may need throughout your tenancy. This tenant handbook was last updated in **November 2025**.

iCare Housing Version 3.1

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SECTION 1

About iCare Housing

iCare Housing was established in late 2016, as an Approved Housing Body (AHB) dedicated to meeting the needs of people availing of the Mortgage to Rent (MTR) scheme. Since buying its first homes in late 2018 iCare Housing has gone on to establish itself as a national, medium sized AHB. As of June 2025, the charity now owns 700 social homes and supports more than 1,700 people across Ireland. It has delivered almost 25% of all Mortgage to Rent solutions in Ireland and has in recent years begun to deliver other forms of social housing, recognising both its capacity to do so and the growing need for social and affordable housing.

iCare Housing - Vision & Mission

- At iCare Housing, our vision is to ensure that housing needs across Ireland are met through pragmatic, innovative, and high-quality housing solutions.
- Our mission is to offer sustainable solutions in sustainable homes,

SECTION 2

Contacting iCare Housing

How to Contact Us?

You can contact iCare Housing between 9:00 am and 5:00 pm, Monday to Friday by phone, email, post, or through our website. Our contact details are below.



Free Phone: 1800 233 244



Email: info@icarehousing.ie



Write to us: iCare Housing, 407–409 The Capel Building, Capel Street, St. Mary's Abbey, Dublin 7, D07 VK20

If you have any questions or need assistance, please get in touch during our business hours.

Tenant Resources

You can pay your rent or report a repair through the **Tenants section** of our website at www.icarehousing.ie.

Our website also has other useful information for tenants, including the tenant handbook and updates.

SECTION 3

Your Tenancy with iCare

When you become a tenant with iCare Housing, you are given the right to live in the property as your home.

You and iCare Housing will sign a tenancy agreement, which sets out the terms and conditions of your tenancy.

Your Tenancy Agreement

Your tenancy agreement is a legally binding contract between you and iCare Housing. The agreement clearly outlines the responsibilities of both parties — you as the tenant and iCare Housing as the landlord. By signing the agreement, both sides commit to upholding its terms and respecting each other's obligations.

Your Responsibilities and Ours:

This section gives a short summary of the key responsibilities that you (as tenant) and we (as landlord) must commit to.

iCare Housing responsibilities include:

- ➡ iCare Housing will not interfere with your right to live in the property, provided you comply fully with the terms of your Tenancy Agreement.
- ➡ iCare Housing will keep to the terms of the tenancy agreement.
- ➡ iCare Housing will give you adequate notice before any rent increases take place.
- ➡ iCare Housing will provide adequate notice to end your tenancy.
- ➡ iCare Housing will carry out regular maintenance of the property to ensure it remains safe and in good condition.
- ➡ We will insure the structure of the property, but you are responsible for insuring the contents inside your home.
- ➡ iCare Housing will carry out any repairs that we are responsible for, as outlined in your tenancy agreement.
- ➡ We will also pay relevant fees and charges, such as local property tax and management company fees, where applicable.

Your responsibilities as a Tenant

As a tenant of iCare Housing, you are expected to:

- ➔ Follow the terms of your Tenancy Agreement at all times.
- ➔ Pay your rent weekly in advance, as agreed.
- ➔ Provide details of your household income every year and let us know if your income changes during your tenancy.
- ➔ Insure your personal belongings and household contents, as this is your responsibility.
- ➔ Give at least 28 days' written notice if you wish to end your tenancy. Your notice must end on the last day of your rental period.
- ➔ Replace any original fixtures and fittings if they are missing or damaged when you leave the property.
- ➔ Take care of the property and any outdoor space and ensure that original fixtures and fittings are in place when you move out.
- ➔ Allow iCare Housing staff and contractors access to your home when repairs or maintenance need to be carried out.
- ➔ Carry out any repairs that are your responsibility, as outlined in your tenancy agreement.

- ➔ Report any repairs or issues promptly, so we can deal with them before they become more serious.
- ➔ Avoid any behaviour that is antisocial or disruptive to your neighbours.
- ➔ Not sublet your home or any part of it and not run a business from the property.
- ➔ Live in the property as your main residence.
- ➔ Get written permission before making any changes to your home, apart from internal decoration.
- ➔ Not carry out structural changes or improvements without written permission from iCare Housing.
- ➔ Follow the rules of the management company if you live in an apartment.
- ➔ Be responsible for the behaviour of everyone living in your home, including visitors.
- ➔ Treat your neighbours with respect and dispose of household waste properly and lawfully.
- ➔ Insure your belongings against accidental damage, fire, and theft.

You must also:

- ➡ Treat iCare Housing staff and contractors with courtesy and respect at all times.
- ➡ Provide honest and accurate information about your household, income, and any other details we may need to manage your tenancy.
- ➡ Allow access to your home when required, for example, for inspections, repairs, or maintenance.
- ➡ Keep us informed of any changes to your household, contact details, or financial situation that may affect your tenancy.

Understanding Your Tenancy Agreement and Legal Rights

Your tenancy agreement is a legally binding document between you and iCare Housing.

All iCare Housing tenancies are registered with the Residential Tenancies Board (RTB).

This registration protects your rights as a tenant under RTB legislation and ensures your tenancy is managed in line with national housing standards.

If your tenancy is through the Mortgage to Rent Scheme, you will no longer be the homeowner once your home is sold. You will become a tenant of iCare Housing. If your financial situation improves, you may be able to buy back your home — see page 89 for details.

Security of Tenure and Termination

Under the Residential Tenancies Act, the type of tenancy you have depends on when your tenancy began. Depending on which tenancy you have, you may gain security of tenure after living in your home provided you have lived there for six consecutive months without receiving a valid Notice of Termination during that time. Part 4 tenancy applies to tenancies that started before 11 June 2022. Tenancy of Unlimited Duration applies to tenancies that started on or after 11 June 2022. In all cases, iCare Housing can only end your tenancy for reasons allowed by law under Section 34 of the Residential Tenancies Act. This includes situations where you fail to meet your obligations under your tenancy agreement or under the Act.

Part 4 Tenancy (for tenancies started before 11 June 2022)

If you have lived in your home for six continuous months and have not received a valid Notice of Termination, you automatically gain security of tenure. This means you can stay in your home for up to six years, as long as you continue to meet the conditions of your tenancy and no notice is served during the initial six-month probation period.

After the six-year period, your tenancy will automatically convert to a Tenancy of Unlimited Duration, unless iCare Housing ends the tenancy under one of the legal grounds listed in Section 34 of the Residential Tenancies Act 2004.

Tenancy of Unlimited Duration (for tenancies started on or after 11 June 2022)

If your tenancy began on or after 11 June 2022, and you have lived in the property for six consecutive months without receiving a valid Notice of Termination, you gain the right to remain in your home indefinitely.

iCare Housing can only end this type of tenancy under the legal grounds set out in Section 34 of the Residential Tenancies Act.

Termination of Tenancy

Termination of tenancy refers to ending the tenancy agreement and the tenant's right to occupy the property. If either the tenant or iCare Housing wishes to terminate the agreement, the party initiating the termination must provide the other party with written notice. The required notice period will be outlined in the tenancy agreement and may vary depending on the reason for termination and the length of time the tenant has lived in the property.

Grounds on which iCare Housing can terminate a "Part 4 Tenancy or Tenancy of Unlimited Duration"

Your tenancy with iCare Housing is protected under the Residential Tenancies Act 2004. However, there are specific legal reasons — called grounds for termination — that allow iCare Housing to end your tenancy.

If you need advice or support, you can contact:

- **Residential Tenancies Board (RTB)**
- **Citizens Advice**
- **Threshold**

You will find their contact details in the Useful Contact Information section on page 90 of this handbook.

Under Section 34 of the Residential Tenancies Act, iCare Housing may end your tenancy for one or more of the following reasons:

- ➡ The tenant (being the person or persons named in the tenancy agreement) has failed to comply with their obligations under the tenancy agreement or as set out in the Residential Tenancies Acts.
- ➡ The property is no longer suitable for the accommodation needs of the tenant or the household occupying it.

All tenancy terminations must follow legal procedures, including written notice and correct notice periods. If you receive a notice and are unsure about its validity, you have the right to challenge it through the RTB.

Breach of Tenancy Obligations

This means you have not followed the rules in your tenancy agreement or the law.

Examples include:

- Not paying rent or service charges.
- Unacceptable conduct by you, your household members, or visitors (including anti- social behaviour).
- Damaging the property or failing to maintain areas you are responsible for.
- Giving false or misleading information.
- Subletting the property without permission.
- Not using the property as your main home or using it for non-residential purposes.

This list is not exhaustive.

Under the Housing Act 1988, if you are evicted due to a breach of tenancy, the Local Authority may decide that you have deliberately rendered yourself homeless. This means you lost your home because of your own actions. If this happens, you may not be offered another home by iCare Housing or another social housing provider. You may need to show the Local Authority that you and your household can live in the community without breaking tenancy rules again. Only when the Local Authority is satisfied may you be considered for housing again.

The Property is no longer suitable for your needs.

The tenancy may be ended if the property is no longer suitable for the tenant’s accommodation needs. This may occur if the household has outgrown the property and there are not enough bedrooms to accommodate all occupants.

Important Notes:

It is important to follow the terms of your tenancy agreement. If you breach these terms, iCare Housing may issue a Notice of Termination. This could lead to the repossession of your home, and the process may be enforced by the Residential Tenancies Board (RTB), the Circuit Court, or the High Court.

Your Tenancy Agreement and Legal Protection.

- Your tenancy agreement sets out the rights and responsibilities of both the tenant (being the person or persons named in the tenancy agreement) and iCare Housing. Your tenancy agreement is the legal contract between the tenant and iCare Housing. It sets out your rights and responsibilities, as well as those of iCare Housing.
- The Tenant Handbook is designed to support your tenancy by providing practical guidance and additional information. It does not replace your tenancy agreement but should be read alongside it.
- This handbook provides useful guidance on topics such as the annual rent assessment and your responsibilities as a tenant. However, your signed tenancy agreement is the main legal document and takes priority. If there is any difference between this handbook and your tenancy agreement or current housing law, the tenancy agreement and applicable legislation will take precedence.
- Relevant housing legislation — such as the Residential Tenancies Act 2004 or the Housing (Miscellaneous Provisions) Act 2014 — overrides both the handbook and the tenancy agreement where applicable. iCare Housing reserves the right to update or amend this handbook when needed to reflect changes in law, policy, or best practice.

How the Residential Tenancies Board (RTB) Supports You as a Tenant?

The RTB helps protect your rights and offers services to support you throughout your tenancy:



Tenancy Registration

iCare Housing will register your tenancy with the Residential Tenancies Board (RTB). This registration is completed each year and helps ensure transparency, legal compliance, and protection for both tenants and landlords.

Dispute Resolution

If you have a problem during your tenancy, the first step is to talk to iCare Housing. Try to explain the issue clearly and calmly.

We will listen and do our best to work with you to find a fair solution. Sorting things out together is often quicker and less stressful than going through a formal process.

If the issue cannot be resolved, or if it involves something like a rent dispute, a repair problem, or concerns about eviction, you can contact the Residential Tenancies Board (RTB). The RTB offers a free dispute resolution service to help tenants and landlords solve problems. This service includes mediation and adjudication.

Repairs and Maintenance

You have the right to live in a safe and well-maintained home.

iCare Housing will respond to repairs based on urgency:

- ➡ **Emergency repairs:** usually within 1 day
- ➡ **Urgent repairs:** normally within 5 days
- ➡ **Routine maintenance:** typically, within 28 days

Some repairs may also be carried out as part of a planned maintenance programme.

Peaceful Occupation

You have the right to live in your home without unnecessary interference. iCare Housing will always give you proper notice before entering your home, except in emergencies. This is to respect your privacy while allowing us to carry out any necessary inspections or repairs when needed.

Protection Against Discrimination

iCare Housing is committed to treating all tenants fairly and with respect. You have the right not to be discriminated against based on gender, age, disability, race, religion, sexual orientation, family status, or membership of the Traveller community. These rights are protected under equality legislation and form part of your tenancy agreement.

SECTION 4

Rent

How Your Rent Is Calculated

- As a tenant of iCare Housing, your rent is usually calculated using the Differential Rent Scheme. This method is used by local authorities and housing providers to make sure rent is fair and affordable. It takes into account your household's financial situation, including income and family size, so that the amount you pay reflects what you can reasonably afford.
- Rent is calculated based on the total income of everyone living in your household, not just the main tenant. The person with the highest income, known as the principal earner, is assessed first. If other members of your household also earn an income, a fixed contribution may be added for each person. Rent is calculated on net income, which means income after deductions such as tax, Universal Social Charge (USC), and Pay Related Social Insurance (PRSI). Your rent may also take into account the number of adults and dependant's living in your home.

- The rent you pay helps to cover the ongoing management and upkeep of your home, as well as the general operating costs of iCare Housing. We take rent payments seriously. If rent is not paid, it may lead to the termination of your tenancy, but only after we have taken all reasonable steps to help resolve the issue.

Changes to your Income

- If your household income changes during the year, it is important to let iCare Housing know as soon as possible. If your income increases and you do not inform us, we may backdate the higher rent, which means you could owe additional rent for the period when your income was higher. If your income decreases and you do not notify us promptly, we are not obliged to backdate any rent reduction. This means your rent may stay higher than it should until you let us know. Keeping your income details up to date helps ensure your rent is calculated fairly and accurately.

Paying your rent in advance.

- As a tenant, you must always keep at least one week's rent paid in advance. This means your rent should be paid before the start of each week. If you share your tenancy with someone else, both of you are equally responsible for making sure the full rent is paid on time. If rent is not paid and no plan is made to resolve the issue, this can lead to rent arrears. Not paying rent is a breach of your tenancy agreement under the Residential Tenancies Act and could result in your tenancy being ended. iCare Housing will always try to work with you to solve any rent payment problems before taking further action. If you are finding it hard to pay your rent, please contact iCare Housing as soon as possible.



Annual Rent Review – What You Need to Know

- Rent can only be reviewed once every 12 months. Reviews are usually based on your household income and who is living in the home. As part of the review process, you may be asked to provide updated information so we can make sure your rent is assessed fairly.
- Every year, iCare Housing carries out a rent review to make sure your rent is fair and reflects your household's current financial situation. The review usually takes place in January. To complete the review, we ask you to send us updated income details for everyone living in your home. This helps us check whether your rent needs to change.
- Before the rent review begins, you will receive a Confidential Income Assessment form. You must complete this form and return it by the deadline. You also need to send proof of income for everyone in your household aged eighteen or over, unless they are in full-time education. We calculate your rent based on your household's net income, which means income after tax, USC, and PRSI, and the number of people living in your home.

- Providing accurate and up-to-date income information helps us make sure your rent is fair and based on what you can afford. It also helps avoid delays or mistakes when calculating your rent and prevents backdated rent increases if your income has gone up and you have not told us. It is very important to return your Confidential Income Assessment form with the correct documents by the deadline. This helps us work out your rent properly for the year ahead.
- If you do not return the completed Confidential Income Assessment form and proof of income, it may be treated as a breach of your tenancy agreement. You will receive a warning letter explaining what could happen next. Your rent may go up temporarily until we receive your income details. This temporary increase is not a fine. It is a way to make sure rent continues to be collected while we wait for your information.

How often do I need to pay rent?

Rent is charged weekly and must be paid before the beginning of each week.

How to pay your Rent?

You have several ways to pay your rent, and you can choose the option that suits you best.

- **Standing Order** - You can set up a standing order from your bank account, which sends your rent automatically each week.
- **Household Budget Scheme** - If you receive social welfare payments, you can use the Household Budget Scheme to have your rent deducted weekly from your payment.
- **Post Office BillPay Account** - You can also pay your rent at any post office or shop with a PostPoint facility by setting up a Post Office BillPay account.
- **Electronic Bank Transfer** - You can transfer your rent directly from your online bank account.
- **Online Payment** - You can also pay your rent online through our website at www.icarehousing.ie.

What is a standing order?

- A standing order is a regular payment that you set up with your bank. It allows your bank to automatically send your rent to iCare Housing every week or month. We recommend this method because it saves you time and effort, and you do not have to remember to pay your rent each week. It is important to make sure there is always enough money in your bank account to cover the full rent amount. If your account is short, even by a small amount, the bank may not send the payment, which could lead to rent arrears. Some banks may also charge a small fee if a payment fails.

What is the Household Budget Scheme?

- The Household Budget Scheme is another way to pay your rent. If you receive social welfare payments, your rent can be taken directly from your weekly payment. This scheme is run by An Post and is free to use. To qualify, you must be receiving a specific type of social welfare payment and your payment must be collected through your local post office. If you qualify, your rent will be automatically deducted each week. To join the scheme, you need to fill out a Household Budget application form. iCare Housing can help you with this.

Rent Account.

- You will receive a rent statement every three months. It shows all rent payments you made in the previous three months. If you need a statement at any time, please contact us.

If You are finding it hard to Pay your rent.

- If you're finding it hard to pay your rent, please contact iCare Housing as soon as possible.

We understand that things can sometimes get a bit difficult, and we're here to support you. We might be able to set up a payment plan to help you gradually pay off any missed rent.

This plan would let you keep paying your usual weekly or monthly rent, with a small extra amount added to help reduce what you owe. We'll ask you to sign an agreement to confirm the plan.

It's important to keep making the payments we agree together. If payments are missed, we may need to take further steps — but we'll always try to talk with you and find a way forward first.

How the Payment Plan Works

- The payment plan will allow you to continue paying your regular weekly or monthly rent, while also making an additional payment each week or month to reduce your arrears

You will need to sign a formal agreement to confirm that you accept the terms of the plan. It is very important that you stick to the agreed payments. Missing payments may lead to further action.

Other Support

If you are finding it hard to pay your rent, the following organisations may be able to support you:

Money Advice and Budgeting Service (MABS)

MABS provides free and confidential advice to help you manage your money and deal with debt. You do not need to give your name when you contact them.

Phone: 0818 07 2000 (Monday to Friday, 9am to 8pm)

Email: helpline@mabs.ie

Website: www.mabs.ie

Department of Employment Affairs and Social Protection (DEASP)

You may be able to apply for an Exceptional Needs Payment to help with rent.

Contact details for your local Community Welfare Officer are available at: www.welfare.ie

What Happens If You Don't Keep Up with Rent Payments

If you fall behind on your rent and don't stick to the payment plan that was agreed, iCare Housing may need to take further steps. This could include:

- ➔ **Referring the matter to the Residential Tenancies Board (RTB).** The RTB may issue a Determination Order, which is a legal instruction to pay your rent and clear any arrears.
- ➔ **Sending you a Notice of Termination,** which could lead to your tenancy ending and you having to leave the property.
- ➔ **Applying to the courts for a debt judgment.** This could affect your credit rating and make it harder to borrow money or access credit in the future.

We always encourage tenants to talk to us early so we can work together to avoid these steps wherever possible.

SECTION 5

Repairs and Maintenance

How to Report a Repair?

If you need to report a repair, you can contact us during office hours by calling **1800 233**

244 and choosing **Option 1** to speak with our Repairs and Maintenance Team.

You can also email us at Repairs@icarehousing.ie.

Another option is to log your repair online at www.icarehousing.ie. Go to the Tenants section, select Repairs and Maintenance, and complete the online form

Emergency Repairs (Outside Office Hours)

If you need to report an emergency repair when our office is closed, please call **1800 233 244** and select **Option 2** to speak with our out-of-hours emergency contractor.

This service is for **urgent issues** only, such as a serious leak or flood, no heating or hot water during cold weather, electrical faults that could be dangerous, or anything that could cause serious damage or harm. Please do not use this number for non-urgent repairs like minor leaks, broken fittings, or routine maintenance. If the issue is not considered an emergency, the contractor may ask you to contact iCare Housing during office hours. Mis using the emergency service may result in a charge for the call-out.

Rechargeable Repairs – What You Need to Know

In some cases, iCare Housing may need to carry out repairs that are usually your responsibility as a tenant. If this happens, the cost of the repair may be charged to you. These are known as rechargeable repairs.

Examples of Rechargeable Repairs

Below are common examples of repairs that may be charged to tenants:

- ➔ Damage caused by you, your household, or visitors that goes beyond normal wear and tear.
- ➔ Exaggerating the urgency of a repair, leading to unnecessary callouts.
- ➔ Using the emergency service for non-urgent issues.
- ➔ Damage to fixtures, fittings, or surfaces due to neglect or misuse.
- ➔ Blocked toilets or drains caused by items like baby wipes or nappies.
- ➔ Mould or damp caused by poor ventilation or lack of cleaning.
- ➔ Heating problems caused by running out of oil or not reporting faults.
- ➔ Electrical faults caused by tenant-owned appliances tripping switches.

- ➡ Call-outs for minor issues, such as resetting a tripped switch.
- ➡ Missed appointments or refusing access to contractors.
- ➡ Reversing unauthorised changes made to the property.
- ➡ Cleaning or repairs needed due to poor condition at the end of your tenancy.
- ➡ Replacing windows or glazing unless the damage was caused by external factors.
- ➡ Obstructed access to fittings like stopcocks or meters.
- ➡ Repairs needed due to actions that reduce the property's safety or value.
- ➡ Additional damage caused by delays in reporting a repair.
- ➡ Leaving the property in poor condition when your tenancy ends.

You may also be charged if iCare Housing incurs unnecessary call-out costs, such as:

We cannot access your home at the agreed appointment time.

- ➡ You use the emergency out-of-hours service for a non-urgent issue.
- ➡ We attend to inspect a fault (e.g., an electrical issue) and find it was a minor problem, such as a tripped switch.

Note: This list is not exhaustive

Repair responsibilities:

Repair responsibilities can vary depending on the type of issue. iCare Housing is responsible for most repairs, but tenants are expected to look after some internal and external repairs.

In some estates, a management company may be responsible for certain types of maintenance. On newly built estates, if a defects liability period is still in place, the developer will handle repairs until that period ends.

If something in your home needs to be repaired, the first step is to check who is responsible.

You can refer to the repair responsibilities guide on page 43 of this handbook to see whether it is something you need to take care of, or if it is iCare Housing's responsibility.

Your Responsibilities for Repairs and Maintenance

As a tenant of iCare Housing, you are expected to look after your home and carry out certain repairs. These responsibilities apply to both the inside and outside of your property.

What You Are Responsible For

You are responsible for:

- ➔ Fixing or replacing damage caused by you, someone in your household, or a visitor.
- ➔ Maintaining and repairing any fixtures or fittings that you installed yourself.
- ➔ Taking steps to prevent damage, especially during bad weather (e.g., insulating pipes in winter to stop them freezing).
- ➔ Preventing blockages in drains and waste pipes. You may be charged if blockages are caused by items like toys, toilet fresheners, nappies, wipes, or cooking grease.
- ➔ Making sure appliances like washing machines, cookers, and other electrical or gas equipment are installed safely by qualified professionals (e.g., Registered Gas Installer Ireland (RGII) or Registered Electrical Contractor (REC)).

- ➔ Keeping your home clean and in good condition, including regular cleaning and basic upkeep.
- ➔ Reporting repairs to iCare Housing promptly to prevent further damage.
- ➔ Allowing access to iCare staff or contractors to inspect or carry out repairs. We will always give you at least 24 hours' notice, unless it is an emergency.

What iCare Housing Is Responsible For as your landlord?

iCare Housing is responsible for keeping the property in good condition and ensuring it has working heating, water, electricity, and proper safety features.

Our Responsibilities Include:

- ➔ Maintaining the structure of the building, including the walls, roof, foundations, and outside areas.
- ➔ Making sure essential services such as plumbing, heating, hot water, and electrical systems are safe, working properly, and meet legal standards.
- ➔ Repairing damage caused by normal wear and tear, including

- ➡ fixtures and fittings originally provided by iCare Housing.
- ➡ Responding to repair requests within a reasonable time, depending on how urgent the issue is.
- ➡ Managing repairs in shared areas, such as stairwells, hallways, and communal gardens. In some cases, we may work with a management company to carry out these repairs.
- ➡ Meeting legal standards for things like ventilation, lighting, fire safety, and sanitation.
- ➡ Giving you notice before entering your home: We will always give at least 24 hours' notice before inspections or repairs, unless it's an emergency.

Who is Responsible for Repairs in Dwelling:

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	iCare Housing	
STRUCTURAL			
Condition of house shall be maintained in proper state of Structural Repair including boundaries, footpaths and driveways.		✓	
Repair and clearance of rainwater gutters and downpipes		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Cleaning of gully traps	✓		Unless the repair requirement is as a result of damage outside of the tenant's control.
Internal drainage pipework blocked to house	✓		Unless the repair requirement is as a result of damage outside of the tenant's control.
External drainage blocked outside house and street.	✓		Unless the repair requirement is as a result of damage outside of the tenant's control.
Electrical wiring, sockets and switches to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Main Fuseboard and Trip switches		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Chimney Stacks, Pots and Cowl		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Chimney Sweeping		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Roof repairs to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
TV reception equipment for houses outside or inside an individual dwelling or multi-unit development	✓		Any damage to the dwelling, roof, external structure or installation of aerials, satellite dishes that breach planning or house rules will result in a Tenant Recharge .
Communal TV reception equipment in blocks outside apartment or house		✓	Responsibility of Management Company

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	ICARE Housing	
Glazing broken to individual house	✓		Unless work required is due to building defect or caused by burglary/anti-social behaviour. Garda Report required.
Glazing broken to communal area		✓	Unless communal glazing is responsibility of Management Company or caused by burglary/anti-social behaviour. Garda Report required.
Repair of broken or damaged window restrictors and handles.		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Upkeep of individual gardens/hedges	✓		Unless the repair requirement is as a result of damage outside of the tenant's control.
Garden fencing, walls and gates to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Upkeep of communal gardens/ hedges		✓	Unless Communal gardens are responsibility of Management Company or caused by anti-social behaviour.
Draught proofing to individual house	✓		Unless the repair requirement is as a result of damage outside of the tenant's control.
Internal and external doors, frames, handles, locks and hinges to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Individual doorbell to house	✓		
Letterboxes to Individual Door		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Letterboxes in Communal Schemes		✓	Unless Management Company responsibility with cost to repair incurred by Management Company.
Communal doors, handles, locks and hinges		✓	Unless Communal Doors are responsibility of Management Company or caused by tenant misuse, burglary/anti-social behaviour. Garda Report required.

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	iCare Housing	
Communal Door Entry Systems		✓	Internal Intercom handsets are responsibility of iCare Housing or the Management Company if fault identified at main entrance door, unless caused by tenant misuse, neglect or wilful damage.
Loss of Individual Door Keys or Communal Entrance Fobs/Keys	✓		Responsibility of tenant to replace, there will be fixed costs and charges for replacement with a Lock Smith or Managing Agent, this will be a recharge to the Tenant based on the costs incurred by iCare Housing.
Maintenance of Communal landscape		✓	Unless responsibility of Management Company or Residents Association or caused by tenant misuse, neglect or wilful damage.
Kitchen Cupboards, Press and Worktop to individual house		✓	Unless caused by tenant misuse, neglect or wilful damage. Recharge Tenant
Hot Press Shelving		✓	Unless caused by tenant misuse, neglect or wilful damage.
Internal Decoration	✓		This excludes areas affected by structural defects or repairs carried out by iCare Housing.
Internal Floor Coverings	✓		Except in wet areas such as bathrooms and kitchens, where floor covering will be provided and maintained by iCare Housing.
External Decoration		✓	External decoration will be carried out by iCare Housing as part of its planned maintenance programme.
Internal wall cracks that require decorative remedy	✓		Unless works required due to Landlord or Management Company repair and Defect
Pest Control – individual dwelling	✓		iCare Housing will make adequate provision to prevent harborage or ingress of pests or vermin.
Pest Control – Communal Block		✓	Unless responsibility of Management Company or caused by tenant misuse, neglect or wilful damage.

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	iCare Housing	
SANITARY FACILITIES			
Bath – individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Bath Taps/Fittings – individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Chains and stoppers to Bath and Wash hand Basin	✓		Unless the repair requirement is as a result of damage outside of the tenant’s control.
Bathroom tiling, grouting and sealant		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Wash Hand Basins (Bathroom)		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Toilet Bowl, Siphon, Cistern and Handle		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Repair/Replacement of Toilet Seats and Covers	✓		Unless work is required due to defect or wear and tear of fixture at new Let.
Power Shower (Electric/Pump)		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Shower Screen Door	✓		Unless work is required due to defect or wear and tear of fixture at new Let.
Shower Hose/Head and Rail	✓		Unless work is required due to defect or wear and tear of fixture at new Let.

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	iCare Housing	
Unblocking Toilet/Bath and Sink to individual house	✓		Tenant should ensure blockages avoided, unless blockage caused by defect if Tenant misuse. Recharge Tenant
Unblocking Toilet/Bath and Sink to dwelling in communal block	✓		Unless it is responsibility of the Management Company and/or if caused by tenant misuse, neglect or wilful damage. Recharge Tenant
HEATING FACILITIES			
Service and Maintenance of Oil/Gas or Air to Heat Boiler etc.		✓	Unless works required due to tenant misuse, neglect or damage of fixture or lack of Oil in Tank/KeroKeg
Service and maintain carbon monoxide detection system		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Chimney sweeping to ensure efficient working		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Service, maintenance and repair of chimneys, solid fuel fires, stoves and surrounds located in in-situ to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Boiler reset due to lack of power or credit on pay as you go meter	✓		Tenant responsibility, unless works required due to defect or requires heating repair
Airlock on Gas or Oil Heating System	✓		Tenant responsibility, unless works required due to defect or requires heating repair
Central Heating circulating pumps, actuators and timeclocks to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Immersion heaters/hot water cylinders to individual house		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	ICARE HOUSING	
Non-operating Storage & Convector Heaters		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Bleeding Radiators (Airlocks)	✓		Unless works are required due to defect or heating repair
Bathroom Wall Mounted Heater		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
Thermostats to Dwelling		✓	Unless the repair requirement is as a result of tenant misuse, neglect or damage. Recharge Tenant
HEATING & VENTILATION FACILITIES			
Cleaning of bathroom extractor fans	✓		N.B. the appliance shall be maintained in good working order, repair and safe condition by ICare Housing, unless the repair requirement is as a result of tenant misuse, neglect (failure to clean) or damage.
Cleaning of kitchen cooker extractor fans	✓		N.B. the appliance shall be maintained in good working order, repair and safe condition by ICare Housing, unless the repair requirement is as a result of tenant misuse, neglect (failure to clean) or damage.
LIGHTING			
Communal Lighting to Stairwells and Common Parts		✓	Unless the responsibility of management company or caused by tenant misuse, neglect or wilful damage.
Internal light fixtures and wiring		✓	Unless the repair requirement is because of tenant misuse, neglect or damage. Recharge Tenant
All internal light bulbs/fluorescent tubes/extractor hood lights/shaving lights and other fittings.	✓		Unless the repair requirement is because of tenant misuse, neglect or damage. Recharge Tenant

REPAIR	RESPONSIBLE		EXCEPTIONS
	TENANT	ICARE HOUSING	
FIRE SAFETY			
Each house shall contain a Fire Blanket		✓	
Each self-contained house (Apt) in a multi-unit building shall contain a suitable fire detection and alarm system and emergency evacuation plan.		✓	Unless responsibility of management company or caused by tenant misuse, neglect or damage. Recharge Tenant
Replacement of smoke alarm batteries to house	✓		Unless work is required due to defect.
A suitable fire detection and alarm system shall be provided in common areas within a multi-unit building		✓	Unless responsibility of Management Company or damage caused by tenant misuse, neglect or wilful damage. Recharge Tenant
REFUSE FACILITIES			
The house shall have access to suitable and adequate refuse facilities	✓		Unless responsibility of Management Company.
GAS, OIL AND ELECTRICITY INSTALLATIONS			
Installations for the supply of gas, oil and electricity including pipework, storage facilities and electrical distribution board (RCD Fuse Board) shall be maintained in good repair and safe working order.		✓	Unless responsibility of Management Company or damage caused by tenant misuse, neglect or wilful damage. Recharge Tenant.
INFORMATION			
If applicable mains water stop valve, Gas/Oil main isolation valves and information on smoke/heat detectors should be provided to the Tenant		✓	To be provided by ICare Housing.
Any fixtures and fittings installed by the tenant is the tenant's responsibility.	✓		If there is a health and safety risk to the tenant. iCare Housing will assess the risk. Recharge Tenant.

Inspections & Repairs

- ➡ Sometimes, we may need to inspect your home before we can carry out a repair. If this is necessary, iCare Housing or one of our approved contractors will contact you to arrange a suitable time for the inspection.
- ➡ After the inspection, we will schedule any work that needs to be done. The repair will be completed at a time that suits both you and the contractor.
- ➡ Once the repair is finished, a member of the iCare Housing team may contact you to make sure the work was completed to a good standard and that you are satisfied with the result. Your feedback is important and helps us to improve our service.

SECTION 6

Being a good neighbour

Being a good neighbour means showing respect, kindness, and understanding to the people who live around you. At iCare Housing, we encourage all residents to treat each other with care and to look out for one another — especially during difficult times.

We understand that people live different lifestyles, routines, or habits. Sometimes this can lead to misunderstandings or problems. Many of the complaints we receive are about noise, parking, pets or children's behaviour.

These issues are often caused by visitors, so please remind your guests to respect your home, your neighbours, and the wider community when they visit.

How can you be a good neighbour?

- Be kind and fair to everyone, no matter what their religion, race, background, culture, ability, or beliefs. Everyone deserves to feel safe and welcome.
- Look out for neighbours who may need extra support. A small gesture — like saying hello or offering help — can make a big difference, especially for elderly or vulnerable residents.
- Be patient and tolerant. People live differently and have different routines. Try to be understanding, especially when it comes to noise or family life.
- Keep noise levels down, especially between 11pm and 8am, when most people are resting. Avoid loud music, shouting, or noisy appliances during these hours.
- Take responsibility for your household. You are responsible for the behaviour of your children and anyone who visits your home. Make sure they treat others with respect.
- Let children play safely. Children have the right to play and meet friends in a safe and happy environment. Make sure they are supervised and not disturbing others or damaging property.

- ➡ Keep your surroundings clean and tidy. This includes your home, garden, and any shared areas. Do not leave rubbish lying around or allow anti-social behaviour near your home.
- ➡ Help build a strong community. A good neighbourhood is one where people talk to each other, help each other, and work together to solve problems.
- ➡ Speak up calmly if there is a problem. Most people do not realise they are causing an issue and will be happy to fix it once they know. A friendly chat is often the best way to sort things out.

SECTION 7

Anti-Social Behaviour and Harassment:

Anti-Social Behaviour

- ➔ Everyone has the right to feel safe, secure, and respected in their home. You are free to enjoy your lifestyle, provided it does not negatively affect the rights or quality of life of others. Anti-social behaviour by you, anyone living in your home, or any visitors may be considered a breach of your tenancy agreement. In serious cases, this could lead to legal action or the termination of your tenancy.
- ➔ Anti-social behaviour includes criminal activity, threatening or harmful actions, harassment, and persistent disruption. Criminal behaviour refers to any illegal activity that affects the safety or wellbeing of others.
- ➔ Threatening or harmful behaviour includes violence, intimidation, harassment, or any action that causes fear, injury, damage, or distress to others in the area. Persistent disruption involves

repeated behaviour that interferes with the peaceful enjoyment of your home, your neighbours' homes, or the wider community. This applies to anyone living in or visiting your home with your permission.

- ➡ Examples of anti-social behaviour include verbal abuse such as shouting or swearing, physical violence, harassment, noise nuisance like loud music or parties, vandalism, drug misuse or dealing, intimidation, and ongoing nuisance that causes stress or discomfort to others. iCare Housing expects all tenants to treat neighbours and the wider community with respect and consideration.

Harassment

- ➡ Harassment is any behaviour that interferes with a person's peace, comfort, or safety. It can involve physical or verbal abuse, intimidation, or damage to property. Harassment may be a criminal offence, especially if it targets someone because of their ethnic origin, nationality, religion, political opinion, race, colour, sex, sexuality, disability, or age.

Reporting Anti-Social Behaviour or Harassment.

If you witness anti-social behaviour or harassment, you should report it to iCare Housing as soon as possible. You can do this by calling our Customer Contact Centre on 1800 233 244, by sending an email to info@icarehousing.ie, or by speaking directly to an iCare Housing Officer.

When making a report, please provide as much detail as possible. This includes:

- A description of what happened.
- The names or descriptions of the people involved.
- The location and time of the incident.
- Whether you reported the matter to the Gardaí.
- How the behaviour is affecting you or your wellbeing.

If the behaviour is criminal in nature, you should report it to the Gardaí immediately. When doing so, ask for a Pulse number (the Garda reference number) and share this with iCare Housing.

What iCare Housing will do

Once a report is received, iCare Housing will begin an investigation. You may be asked to keep a record of any further incidents. We will also take written statements from everyone involved.

If the investigation confirms that anti-social behaviour has taken place, we will follow our formal warning process. In serious or repeated cases, this may lead to the termination of tenancy and eviction.

Legal Actions we may take.

If anti-social behaviour or harassment continues or is serious, iCare Housing may take legal action. This could include formal warnings, court orders, or ending your tenancy.

- A Tenancy Warning Notice may be issued under Section 7 of the Housing (Miscellaneous Provisions) Act 2014. This notice explains what part of your tenancy agreement has been broken, what behaviour caused the breach, and what you must do to stop it. If the behaviour continues within 12 months, further legal action may follow.

- In more serious cases, an Exclusion Order may be sought from the court to prevent a specific person from entering your home or estate. This is used when someone is causing serious harm or distress.
- An Order for Possession may also be requested from the District Court to end your tenancy and take back the property if there are repeated or serious breaches.
- An Injunction or Anti-Social Behaviour Order (ASBO) may be issued by the court to restrict certain behaviours, such as harassment, intimidation, or threats. If you break the terms of an ASBO, it can lead to further legal consequences.

iCare Housing is committed to creating safe, respectful communities. Legal action is always a last resort, and we will try to resolve issues through communication and support first.

SECTION 8

Your Home

Matters which require written permission.

Tenants must notify and obtain written permission from iCare Housing before making certain changes to their household or the property.

- ➡ This includes adding new occupants to the household, whether temporarily or permanently.
- ➡ Written consent is also required before carrying out any alterations or additions to the premises. These may include changes to electrical or plumbing systems, or the installation of fixtures such as sheds, greenhouses, satellite dishes, fireplaces, immersion heaters, or sink units. Any modifications to the exterior of the property must also be approved.
- ➡ Additionally, tenants must seek permission before keeping a domestic pet.

Adding an occupant to the tenancy

If someone is moving into your home after your tenancy has started, such as a partner, family member or friend, you must get permission from iCare Housing before they move in. This applies whether the person is moving in for a short time or permanently. You will need to decide if you want to apply to add them to the tenancy agreement as a joint tenant or ask for them to be registered as a household member. Each request is considered individually and may require supporting documents. This process helps to keep your tenancy agreement up to date and ensures the property is still suitable for your household.

Alterations and Home Improvements

We encourage all tenants to make their property feel like home. You may want to make changes or improvements to suit your needs. Before making any changes, you must contact iCare Housing.

Do not start any work inside or outside the property, including the garden—without obtaining approval first.

Some minor improvements, such as painting, installing carpets, or putting up curtain poles, usually do not need written permission. However, work like installing sheds, electrical sockets, plumbing changes, or garden alterations does require approval.

Structural Work – Not allowed without permission.

Do not begin any structural work (e.g., lean-tos, pergolas, decking) without written permission. These structures may breach building regulations, including:

Part A: Structure

Part B: Fire Safety

Part J: Heat-Producing Appliances

Unauthorised work may lead to legal action and costs to remove or fix the work. All requests are reviewed individually and must meet safety standards.

We aim to respond to requests within 28 days and will not unreasonably refuse permission for improvements. However, structural changes will not be approved unless they meet the following conditions:

- ➡ All work must be done by a qualified tradesperson.
- ➡ Electrical and gas work must be certified by a qualified professional.
- ➡ Work must follow planning and building regulations, with proof provided.
- ➡ The work must not break any house rules, especially in apartment buildings.
- ➡ No compensation will be paid now or in the future for any improvements.
- ➡ When you move out, the property must either keep the changes or be returned to its original condition.
- ➡ Any damage caused by the work must be repaired by the tenant.

- ➡ iCare Housing will not maintain any fixtures or fittings installed by the tenant.
- ➡ You must inform iCare Housing before starting and after completing the work.
- ➡ All work may be inspected by iCare Housing staff.
- ➡ If the work is found to be unsafe, you may be asked to fix or remove it at your own cost.
- ➡ You may be required to remove or correct any unauthorised work.

Permission Required to Keep a Pet

Tenants must get permission from iCare Housing before keeping a domestic pet in their home. For full details, please refer to Section 10 of the Tenant Handbook (page 79 onwards).

Use of Dwelling

iCare Housing, tenants must use the dwelling as their only home. The property must serve as the tenant's principal private residence. Tenants are not permitted to assign, transfer, sub-let, or part with possession of the dwelling or any part of it to someone else. If another person wishes to move into the property, the tenant must first obtain written permission from iCare Housing before that person can occupy the property. You must also not run a business from the property. These conditions are part of your tenancy agreement and help ensure the property is used appropriately and remains a safe and secure place to live.

Contents Insurance

You are responsible for insuring your household contents against accidental damage, fire, or theft. iCare Housing only insures the structure of the property.

Contents insurance in your name protects your furniture and personal belongings.

White Goods

iCare Housing is not required to provide household appliances, such as washing machines, fridges, or cookers, as part of your tenancy.

If these items are not already in the property when you move in, it is your responsibility to purchase and maintain them.

Conduct of Tenant

Tenants are expected to behave responsibly in relation to their home and any adjoining property. They must avoid any actions or behaviour that may cause nuisance, danger, or annoyance to other residents in the same building or in neighbouring buildings.

Tenants are also responsible for the conduct of all individuals associated with their household. This includes guests, visitors, relatives, and anyone residing in the dwelling either temporarily or permanently. It is the tenant's duty to ensure that all persons connected to the household act in a manner that respects the property and the surrounding community. Tenants are responsible for insuring the contents of their home. iCare Housing does not provide insurance for any items belonging to tenants or their guests, including furniture, flooring, or personal belongings.

Use of Dwelling & Extended Absence

The Tenant must occupy the dwelling as their principal place of residence. If the Tenant intends to be absent from the dwelling for more than four (4) consecutive weeks, they must notify the Landlord in advance, specifying the expected duration of the absence.

Failure to provide such notice may be considered a breach of the tenancy agreement. If the Landlord has reasonable grounds to believe the dwelling has been abandoned, they will make reasonable efforts to contact the Tenant.

If the Tenant cannot be reached, the Landlord may initiate legal proceedings to terminate the tenancy in accordance with the Residential Tenancies Acts. Following lawful termination, any belongings left in the dwelling will be stored for up to 28 days. After this period, items may be disposed of in compliance with legal requirements.

CCTV and Video Doorbells

Tenants are allowed to install CCTV cameras or video doorbells in their homes.

However, before installing any type of surveillance equipment, you must understand and follow the rules set out in data protection legislation.

Under Article 2 of the General Data Protection Regulation (GDPR), the use of CCTV is regulated by the Data Protection Commission (DPC), which is the independent authority in Ireland responsible for protecting people's personal data. If you install CCTV, it must only record images and sounds within the boundary of your own property — such as your garden or driveway.

If your system records anything outside your property, such as public footpaths or neighbouring homes, you must follow full data protection laws. This means the domestic-use exemption no longer applies.

If your CCTV system records outside your property, you must:

- Have a lawful reason for using the system.
- Put up clear signs to let people know CCTV is in use and include your contact details.
- Keep recordings secure and only for a limited time.
- Respond to requests from people who ask to see or delete their data.

If you do not follow these rules, the Data Protection Commission may take action against you. People affected may also take legal action and claim damages.

If you install a video doorbell, such as a Ring camera, you must also make sure it does not record public areas. If it does, you must follow the same data protection rules. It is good practice to display a sticker or sign to let people know that recording is taking place.

If you share or publish footage online — for example, on social media — you may be considered a “data controller” under the law. This means you could be asked to provide recordings to third parties, such as An Garda Síochána if they submit a formal written request as part of a criminal proceeding

Recording children without parental consent is not allowed. If this happens, concerned parents may report it to An Garda Síochána. Using recording devices without someone's knowledge is generally unlawful.

If a resident installs a CCTV system that records outside their property boundary, this can be reported to the Data Protection Commission for investigation. The Commission's contact details are:

Data Protection Commission

21 Fitzwilliam Square South, Dublin 2, D02 RD28

Phone: 01 765 0100 / 1800 437 737

Website: www.dataprotection.ie

More information and case studies are available on the Commission's website.

House Rules – Apartment Complexes and Multi – Unit Developments.

If you live in an apartment block or multi-unit development managed by an Owners Management Company (OMC) and their Managing Agent, you must follow the agreed house rules for the development, in addition to adhering to your obligations under the tenancy agreement. These rules typically cover matters such as noise control, pet ownership, waste disposal, use of communal areas, and respectful behaviour towards neighbours.

SECTION 9

Safety in the home

To help keep your home safe, please follow these important guidelines.

Electrical Safety

Do not interfere with sealed fuse boxes or meter units provided by ESB Networks. Report damaged wires, plugs, or sockets to iCare Housing—do not attempt repairs yourself. Always switch off and unplug appliances when not in use. Fully unwind extension leads to prevent overheating and avoid overloading sockets. Test your trip switch or residual current device (RCD) twice a year, ideally when the clocks change. Never carry out electrical work yourself—contact iCare Housing for any repairs or changes.

Gas and Oil Safety

If you smell gas indoors, check that no appliances have been left on. Do not smoke, use a naked flame, or operate electrical switches. Open windows and doors to ventilate the area and turn off the gas at the meter if safe to do so. Call Gas Networks Ireland immediately on 1800 20 50 50. If you cannot get through, call 999 or 112 from outside the building or using a neighbour's phone. If you smell gas outdoors, call the same number and move away from the leak before using a phone.

Tampering with Gas Meters

Never interfere with a gas meter. Only Gas Networks Ireland or a Registered Gas Installer (RGI) may work on gas meters or pipework. Tampering is dangerous and illegal. It can lead to gas leaks, explosions, fire, injury, or death, and may result in criminal charges and high repair costs. If you suspect tampering, report it confidentially on 1800 464 464 or visit gasnetworks.ie/report-meter-tampering.

Carbon Monoxide (CO) Safety

Carbon monoxide is a poisonous gas that cannot be seen, smelled, or tasted. It can be produced by any fuel-burning appliance, such as those using gas, oil, coal, turf, or wood. CO can be deadly if appliances are faulty, poorly maintained, or if vents, chimneys, or flues are blocked.

Warning Signs

Look out for stains around appliances, yellow or orange flames on gas appliances, strange smells when appliances are on, condensation on windows or walls, and flu-like symptoms such as headaches, tiredness, dizziness, or nausea.

If You Suspect Carbon Monoxide Poisoning

Stop using all fuel-burning appliances immediately. Open windows and doors to ventilate the area. Seek medical advice and ask for a carbon monoxide test. If someone is unconscious or seriously unwell, call 999 or 112. Do not use the appliance again until it has been checked by a Registered Gas Installer or qualified technician.

Condensation & Mould

- Mould and condensation are common in Irish homes, especially during colder months. They can damage your home and affect your health. Most mould can be prevented by reducing moisture and improving ventilation.
- Mould forms when moist air touches cold surfaces, such as walls, ceilings, or windows. Everyday activities like showering, cooking, drying clothes indoors, boiling kettles, and even breathing add moisture to the air. If this moisture cannot escape, it builds up and causes condensation, which leads to mould.
- If you see mould, clean it straight away using a damp cloth or sponge and a diluted bleach solution or mould remover spray. Always follow product instructions and wear rubber gloves. Do not paint over mould—clean it first, then use anti-mould paint if needed.

- To prevent mould from returning, reduce moisture and increase airflow. Use extractor fans in bathrooms and kitchens, keep internal doors open to allow air to move through the home, and avoid drying clothes on radiators. Dry laundry outside when possible or use a vented tumble dryer. Wipe condensation from windows and sills daily, keep trickle vents open, and avoid blocking air vents or placing furniture directly against walls. Maintaining a warm and well-ventilated home helps prevent mould.
- If mould keeps coming back after following these steps, note the date you first saw it and take a photo. Continue following the advice for one month, then take another photo. Email both photos and dates to info@iCareHousing.ie so we can assess the issue and offer support.

Health & Safety

Mould can affect your health, especially if you have asthma, allergies, or a weakened immune system. It may cause coughing, wheezing, skin rashes, breathing problems, or irritation of the eyes, nose, and throat. If you or someone in your home is affected, speak to your GP and inform iCare Housing.

Cold Weather Advice

Cold weather can cause problems in your home, especially with water pipes and heating systems. To protect your home, use water carefully and avoid leaving taps running overnight. Know where your stop tap is located, usually under the kitchen sink or, in older homes, outside near the footpath or garden.

Keep pipes warm by running your heating for longer periods, opening the attic hatch to allow warm air to circulate, and leaving a light on in the attic. If you are away for a few days, turn off the water at the stop tap.

If you suspect a pipe is frozen, for example, if no water comes from the cold tap in the kitchen, use water from the attic tank sparingly and avoid long showers or baths.

Only flush the toilet when necessary and do not leave taps running. Turn off your central heating and contact iCare Housing before using it again. Be especially careful with solid fuel or back boiler systems, as they require special attention.

If some taps work but others do not, your internal pipes may be frozen. Turn off the water supply at the outside stop tap if it is safe to do so and report the issue to iCare Housing. Check your attic and ceilings for leaks. If you see a leak, run the bath taps to help drain the attic tank.

To prevent heating issues, insulate pipes where possible and run your heating for longer during cold spells. Turn on all radiators for at least one hour a day and leave the attic hatch open to allow warm air to reach the pipes.

If you use a solid fuel stove or back boiler, take extra care. These systems often lack automatic safety cut-offs, and frozen feed or expansion pipes can be dangerous.

For oil heating systems, check your oil level regularly by dipping the tank. If you have less than 300mm (1 foot) of oil, order more immediately. During cold weather, deliveries may be delayed, so do not wait until the last minute. If you run out of oil, the system may become air-locked and will need to be bled by a qualified plumber.

Section 10

Keeping Pets in your home

At iCare Housing, we know that pets are often part of the family, and we want to support that where possible. You're welcome to have a pet in your home, but please make sure to get written permission from us first. We will always try to be reasonable, but sometimes we may need to say no—for example, if the pet could cause problems for neighbours, create a health or safety risk, or if the property is not suitable.

If you do get permission, we ask that your pet is well cared for, has enough space, and does not cause a nuisance and is kept under control at all times. The breeding of dogs or cats is not permitted, and you must not keep animals that are not domestic pets.

If these rules are not followed or a pet is kept without permission, we may issue a warning and ask you to re-home the pet. In serious cases, we may have to issue a Notice of Termination, which could lead to eviction. Legal action may also be taken through the Residential Tenancies Board (RTB) or the courts, depending on the situation.

Restricted Dog Breeds

For everyone's safety, we can't allow dogs that are listed as restricted breeds under the Control of Dogs Regulations 1998 (as amended), including any crossbreeds of those dogs. These breeds are not permitted under any circumstances.

- American Pit Bull Terrier
- Bull Mastiff
- Doberman Pinscher
- English Bull Terrier
- German Shepherd (Alsatian)
- Japanese Akita
- Japanese Tosa
- Rhodesian Ridgeback
- Rottweiler
- Staffordshire Bull Terrier
- Bandog (Ban Dog)
- XL Bully (Subject to a national ban)

These dogs are considered dangerous and are not allowed under any circumstances, even temporarily.

SECTION 11

Data Protection Notice and Privacy

- ➔ iCare Housing is committed to protecting your personal data and respecting your privacy. We follow the rules set out in the **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**. As your landlord, iCare Housing is the **data controller**, which means we are responsible for how your personal information is collected, used, stored, and shared during and after your tenancy.
- ➔ We collect personal data to help manage your tenancy and provide housing services. This may include your name, address, contact details, PPS number, and information about your income and household. We process your data for lawful reasons, such as managing your tenancy, meeting legal duties (for example, registering your tenancy with the Residential Tenancies Board), protecting your vital interests in emergencies, and maintaining properties. In some cases, we may process your data with your consent—for example, when sharing information with a support agency.

SECTION 12

Complaints Procedure

At iCare Housing, we welcome feedback from tenants, service users, and others including complaints. We see feedback as an opportunity to improve the quality of our services. We aim to provide a high standard of service at all times, and if something goes wrong, we want to fix it quickly and fairly.

We have a clear complaints process that is open, fair, and easy to follow. All complaints are treated in confidence and shared only with staff who need to know. We are committed to doing the right thing and delivering a professional service. If we fall short of our standards, our complaints policy helps us respond in a fair and timely way and improve our service for everyone.

- ➡ You can view the latest version of our Complaints Policy on our website at www.icarehousing.ie. If you would like to request a copy of the policy, please contact us.

What is a Complaint?

A **complaint** is when someone expresses dissatisfaction about the service we provide, a failure to provide a service, or the behaviour of iCare Housing staff or residents in our properties. To be treated as a formal complaint, the issue must directly affect the person making it. You have the right to raise a complaint if you feel you've been treated unfairly, a service you're entitled to is not being provided, a service is below an acceptable standard, a decision made about you is incorrect or incomplete, or a request for service or information has been ignored.

How to Make a Complaint

You can make a complaint by phone, email, or in writing.

Phone: 1800 233 244

Email: info@iCarehousing.ie

Post: iCare Housing, 407–409 The Capel Building, Capel Street, St. Mary's Abbey, Dublin 7, D07 VK20

- ➡ When submitting a complaint, please include your full name, address, phone number, and email (if applicable). Let us know if the complaint is being made on your own behalf or for someone else. Clearly describe the issue, including dates, times, and specific incidents—starting with the most serious. Please also state the outcome you are seeking, such as an apology, explanation, or specific action. Finally, tell us your preferred method of contact: phone, email, or letter.
- ➡ Once we receive your complaint, we will acknowledge it and begin an internal review. We may contact you if we need more information. We aim to respond within a reasonable timeframe, depending on the nature of the complaint.
- ➡ If your complaint cannot be resolved through our internal process, you have other options. You can escalate the issue to the **Residential Tenancies Board (RTB)**, which offers formal dispute resolution between tenants and landlords. You can also seek independent advice from **Threshold**, a national housing charity that provides free support to tenants.

Questions & Answers

Am I responsible for the garden or just the dwelling itself?

As a tenant, you are responsible for looking after the inside of your home and any outdoor areas that are part of your tenancy. This includes gardens, laneways, walkways, and any private outdoor spaces. These areas should be kept clean, tidy, and free from litter or dumped waste. You are also expected to take reasonable care of walls, gates, fences, and garden areas, except for normal wear and tear.

If you are unsure which areas are your responsibility, please check your tenancy agreement or contact your housing officer. Under local litter laws, you may also be responsible for keeping the footpath and road gully outside your home free from rubbish. If communal bins are provided, please use them properly.

Do I need to arrange insurance for my home or belongings?

iCare Housing insures the structure of your home only. This includes the walls, roof, and permanent fixtures. We do not cover your personal belongings, such as furniture, clothing, or electrical items. Because of this, we strongly recommend that you take out your own contents insurance to protect your possessions. Please note that iCare Housing is not responsible for any loss or damage to your personal items. If your belongings are damaged or stolen, you will need to make a claim through your own insurance policy.

How do I remove a tenant or occupant from my Tenancy Agreement?

If someone is moving out of your household, please let us know as soon as possible. We will need written confirmation signed by the person who is leaving and by those who are staying. Once we receive this, we will send you a rent assessment form. You will need to give us updated income details for everyone in the household who is earning. After we reassess the rent and approve the change, we will send you a new tenancy agreement. This will include the updated rent amount and the names of the remaining tenants or occupants.

SECTION 13

Buy-Back option -iCare Housing Tenants (Mortgage to Rent Scheme)

If you became an iCare Housing tenant through the Mortgage to Rent Scheme, you may be eligible to buy back your home if your financial situation improves. This option applies only to the property you previously owned and now rent from iCare Housing. The buyback option is available only while you remain a tenant of that property. If you leave your tenancy before buying it back, you lose this right.

Two buy-back options may apply:

Option A: You may be able to buy back your home at its Open Market Value on the date of buyback. This is only allowed if the market value is not less than the original price paid by iCare Housing, plus costs (including repairs, legal fees, and other associated expenses).

Option B: You may be able to buy back your home at the original price paid by iCare Housing, plus any costs incurred. These costs may include repairs, legal fees, and other related expenses.

If you sell the property within 20 years of buying it back from iCare Housing, a percentage of the sale proceeds may be clawed back by iCare.

Full details of the Buy-Back process are outlined in your Tenancy Agreement. Please refer to Schedule 2 for further information.

SECTION 14

Useful Contact Information

Company Name	Website Address	Contact No
Utilities Companies		
Gas Networks	www.gasnetworks.ie	1800 464 464
ESB Networks	www.esbnetworks.ie	1800 372 757
Utilities Comparison Site		
Bonkers	www.bonkers.ie	01 256 0500
Home Contents Insurance		
Compare Insurance	www.compareinsuranceireland.ie	042 935 9090
Chill	www.chill.ie	01 400 3400
Welfare Rights and Support Services		
Citizens Information Centre	www.citizensinformation.ie	0818 07 4000
Social Welfare	www.welfare.ie	1890 66 22 44
Money Advice Budgeting Service	www.mabs.ie	0818 07 2000
Residential Tenancies Board	www.rtb.ie	0818 30 3037
Threshold	www.threshold.ie	1800 454 454
Emergency Services		
In an emergency	www.gardai.ie	999/112
Garda Confidential Line		1800 666 111



iCare
HOUSING

Registered Address:

iCare Housing,
407–409 The Capel Building,
Capel Street,
St. Mary's Abbey,
Dublin 7,
D07 VK20

Telephone: 1800 233 244

Email: info@icarehousing.ie

Website: www.icarehousing.ie

Version: 3.1

Last Updated: November 2025

