

TENANT NEWSLETTER



iCare
Housing

Sustainable Solutions, Sustainable Homes

Volume 1 - Spring 2026



RETROFIT PROGRAMME

iCare Housing has continued to roll out a retrofit programme across our homes. The programme commenced in 2025 with a cross section of homes made up of different BER ratings, locations, types and occupancy across the country. We are now nearing the end of the pilot phase and will be moving to the next group of homes shortly.

To give clarity to you, our tenants, we are working on those properties which have the lowest BER, or have other factors that warrant the property being accelerated to join the retrofit programme.

We are reviewing the outcomes and lessons learned from the pilot phase and will be improving processes and working to minimise tenant disruption and offer shorter turnaround times as well.

Any property that has a BER of B3 or higher is not eligible for a One Stop Shop retrofit part funded by the SEAI. Therefore, our focus is on those properties that have a lower BER.

As we roll out this programme we ask that those tenants whose homes are selected work with us to progress the retrofit. The end result will be a higher quality home that is more comfortable and healthier for our tenants.

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NEW ICARE HOUSING WEBSITE

iCare Housing has launched a new and improved website in March 2026. The website will continue to evolve and be a key source of information about the organisation and our work. The website allows tenants to report maintenance requests and make payments and has a range of other useful information for tenants.

Please visit and let us know what you think, we'd welcome suggestions from tenants on additional information they would like to see.

Visit us at www.icarehousing.ie

Tenant or Occupant?

Do you know the difference between a tenant or an occupant? Does it matter?

Yes, it does. In rental law in Ireland a tenant and occupant have different rights, protections and responsibilities.

There will be at least one tenant in each iCare Home, but you can request to add another person as a tenant. Equally you may wish to remove a tenant or an occupant from your agreement with iCare.

For more information please see our tenant handbook where you find key information on tenants, occupants, succession policy and buy backs or if you have a question please contact us at info@icarehousing.ie or use our freephone 1800 233 244.

Annual Rent Review

We would like to thank all would ask all tenants to check their new weekly rents online through Keyholder or call our office.

New Rents will be effective from the 4th of May 2026.

Please amend any Standing Orders with your bank and note new rate when making manual payments. Household Budgets with An Post are automatically updated.

Failure to comply, complete or engage with the requested Rent Review will result in a €50 charge per week being placed on your account in addition to your existing rent. Please contact the Rent Department to discuss the Rent Review, if you have any questions. Call 1800 233 244 and press 2

Chargebacks

Reflecting on last year, iCare noticed an increase in missed appointments for servicing jobs.

Chargebacks are placed on accounts cancelling less than 24 hours before the agreed upon time, forgetting the appointment or refusing access at the agreed upon time. iCare expects good time keeping and professionalism from Contractors, the same is expected of our Tenants.

More detail on our chargeback policies can be found on our website, Tenant Handbook and your Tenancy Agreement.

HOME SAFETY

E-Scooters and E-Bikes - Charging and Battery Safety

Lithium-ion batteries, also called li-ion batteries or LIBs, are the lightweight batteries that power e-scooters, e-bicycles and hoverboards. They should be safe when used properly, but present a serious fire risk when over-charged, short-circuited, submerged in water or damaged.

NEVER charge your e-bike or e-scooter in the communal space of an apartment block - this is a protected fire escape route.

- If you must charge your battery inside your apartment, choose a location that will allow you to escape from all the rooms in your home in the case of a fire. For example, do not charge your e-bike or e-scooter in the hallway as this may prevent your exit.
- Plan your fire escape routes in advance.
- Only charge the battery for as long as it takes to reach a full charge. Do not charge it overnight. Unplug the charger if you are leaving your home, even if it's just for a few minutes.
- Never cover e-scooters / e-bicycles. The battery will heat up during use and during charging and this heat needs to dissipate.
- If you notice your e-scooter / e-bicycle behaving erratically, this could be a sign that the battery is damaged and needs to be replaced.

In an Emergency:

Call 999 or 112 when it is safe to do so and tell the call-taker that an e-scooter or e-bicycle is involved.

Meet the firefighters when they arrive, explain where the fire is and that an e-scooter or e-bike is involved.

SMOKE ALARM TESTING

Smoke alarms should be tested on a regular basis they require little or no maintenance. To test just push the button until it activates, please remember to do this to all smoke alarms in the home.

Carbon Monoxide alarms should also be tested when testing the smoke alarms.

Those lucky enough to have outdoor spaces or gardens we would encourage you to keep these clean and tidy.



1800 233 244



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