

TENANT NEWSLETTER

Wishing you and your family Happy
Holidays and all the best for 2026!



iCare
HOUSING



Rent Review 2026

iCare will be carrying out a 2026 Rent Assessment. We will be using Keyholder Software to conduct the review.

You will receive further correspondence about this in early January 2026.

[Annual Rent Assessment - FAQ](#)

We require income documents from all eligible members of the household.

- If you receive a social welfare payment, rent will be calculated based on the 2026 payment increase rate.
- If you are employed, your annual income statement for 2025 and/or 3 of your most recent payslips.
- If you are self-employed, we need certified accounts for previous year, or self-declaration received from revenue and/or letter from accountant detailing net weekly income.

Rents are calculated using the Differential Rent Scheme for each Local Authority. Any changes in your Local Authorities Rent Scheme will be reflected in your rent.

A penalty charge will be placed on accounts who do not fully complete the review.

Maintenance and Emergencies

Below are things you should be aware of at home to help prevent and manage any potential issues over the Holidays.

- **Test smoke and carbon monoxide alarms:** Replace batteries if needed.
- **Know your water stop valve:** In case of a burst pipe, turn the valve clockwise to stop the water flow. It's usually found under the kitchen sink, stairs, or in a utility room.
- **Heating System:** Ensure your heating system is in working order, bleed radiators if necessary and familiarise yourself with any timer component on your heating system.

Please notify iCare of necessary repairs, services and contractors may be impacted by the holidays.

- Call us on 1800 233 244 and choose option 1 for Repairs
- Email us at info@icarehousing.ie
- Online at [Log a Repair](#)

Emergency contact

- Call 1800 233 244 and choose option 2 (**Out of Hours and Public Holidays**)
- Gas Networks Ireland – 1800 20 50 50
- ESB Networks (Electricity) – 1800 372 999
- Irish Water – 1800 278 278

Tenant Updates

Correspondence- We are updating our tenants on iCare News, Weather Warnings and Surveys, through SMS and emails.

Check-ins / Inspections- iCare has grown, allowing us to carry out property visits with our Tenants. You may have been contacted or had one of these meetings with the Tenant Team. This is part of our Tenant Engagement Strategy to increase communication; we aim to carry out a Check-in once a year with all tenants.

Website- Now, tenants can easily log a repair online or pay their rent online. This ensures repairs are passed directly to the team from anywhere, at any time. By paying rent online, you can set up a reoccurring payment option, so rent is taken care of every week without a second thought.

[iCare Housing Tenants](#)

Winter-Proofing Tips

Ireland's cold and rain prone climate makes for lovely gardens but can cause problems in the home.

Below are some tips for making your home winter ready.

- 1. Avoid drying clothes directly on radiators:** Stops heat circulating the room, can increase condensation contributing to damp and mould.
 - Instead, dry clothes on a drying rack in the bathroom with an extractor fan on, window open and door closed.
- 2. Wipe away condensation that forms on windows:** Condensation forms when warm air from inside the home, meets a cold surface such as an outside window.
 - Drying these areas can greatly reduce the risk of mould forming.
- 3. Ventilation:** Everyday activities like cooking and breathing generates moisture that stays in our homes without proper ventilation. This can cause our homes to become damp and grow mould.
 - Ensure you are using an extractor fan when cooking and showering. Even opening the windows for 5 minutes a day can help to ventilate the space.
- 4. Retaining heat:** Pull the curtains when using the heating, pull furniture away from the walls and radiators so heat can circulate around the room.

Budgeting Ideas

This time of year can put households under financial strain. Here are some suggestions on how to financially plan for the holidays.

- 1. Price up your Christmas list:** Make a list of everyone you are buying for and how much you want to spend on each.
 - Tot up the total and ask is this realistic? Can I reduce this budget, opting for homemade or pre-loved presents or events in the new year to spread cost?
- 2. Secret Santa with a price cap:** a household Secret Santa where everyone picks a present within a price cap.
 - Everyone gets a larger present they really want rather than small presents and stocking stuffers.
- 3. Create shopping lists and a timeline:** Set a budget for food shopping and present shopping.
 - Compare prices from different shops on different goods, set aside a day to go to a few shops. Aim to shop mid-December, when possible, to avoid last minute price hikes.
- 4. Use cash:** Using physical cash instead of cards and tapping your phone limits what you can spend to what's in your pocket.
 - Making you further consider items before purchase.