

Annual Rent Review 2026

Frequently Asked Questions

1. Can I save my progress while completing the rent review?

No.

You must complete the online rent review in one go.

You cannot save it and come back later.

Please make sure you have all your income documents ready before you start.

2. How do I upload proof of income?

You can upload:

- PDF files
- PNG files
- JPEG files

You can:

- Take a clear photo of your document using your phone and upload it
 - Upload a screenshot from your phone or computer
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3. I'm having problems with the online form. What should I do?

If you are having technical problems or are unsure how to complete the form:

 Call the Member Services Hub on **01 640 3074**

If it is a technical issue:

- Take a screenshot
 - Email it to rentreview@cooperativehousing.ie
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Important

- Do **not** leave documents in CHI post boxes.
- Do **not** email documents directly. They will be returned to you.
- Upload documents through the **Keyholder online system only**.

If rent review clinics are being held in your area, you will be told in advance. Please attend during the allocated times.

4. I am working. What income documents do I need?

Please upload **one** of the following:

- Your **Employment Detail Summary 2025** from your Revenue account (preferred),
or
- Your **three most recent payslips**

When entering your income, provide your **Net Wage only**.

Your Net Wage is your Gross Wage minus:

- PAYE
- PRSI
- USC

You will find this amount on your payslip.

5. I receive Social Welfare. What documents do I need?

Please upload proof of your **2026 weekly Social Welfare payment**, such as:

- Your latest An Post receipt
- A letter from your local Social Welfare office
- A welfare statement showing your weekly amount
- A statement from your MyWelfare account

Do not include:

- Winter Fuel Allowance
- Living Alone Allowance
- Child Benefit
- Domiciliary Allowance

Do not submit a bank statement unless:

- You receive Jobseeker's Allowance,
 - You work part-time, and
 - Your welfare payment is paid into your bank account.
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6. I have a dependant over 18 living with me. What do I need to provide?

You must provide proof of their current situation.

If they are:

- **In full-time education** – upload a letter confirming enrolment or attendance
 - **In employment** – upload payslips
 - **Receiving Social Welfare** – upload post office receipts
 - **Not receiving income** – upload a letter from Social Welfare confirming this
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7. I can't complete the rent review online. Where can I get help?

You can:

- Visit your local library
 - Visit a Citizens Information Centre
 - Call CHI on **01 640 3074**
 - Visit the Members Area on the CHI website
 - Watch the step-by-step video guide
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Deadline

Please complete your Rent Review by
18 March 2026