

# Are you homeless or worried about losing your home?

cross  care

guide to services and supports

# EMERGENCY ACCOMMODATION and Information on Options

Contact the homeless section of your local city or county council. They will assess your situation and inform you of your options. They will talk to you about registering as homeless and provide you with emergency accommodation where possible.

## → **Dublin City Council Homeless Section and Central Placement Service**

Parkgate Hall, 6-9 Conyngham Road, Dublin 8.

OPEN ▷ MON-FRI: 10am-12pm / 2pm-4pm

FREEPHONE **1800 707 707** – MON-FRI: 2pm-4pm (Dublin City Council only)

EMAIL [homelesscps@dublincity.ie](mailto:homelesscps@dublincity.ie)

## → **Fingal County Council Homeless Section**

Civic Offices, Grove Road, Blanchardstown, Dublin 15.

OPEN ▷ MON-FRI: 9.30am-12.30pm

CALL **01 890 5090** – MON-FRI: 9am-4.30pm | EMAIL [homeless@fingalcoco.ie](mailto:homeless@fingalcoco.ie)

## → **South Dublin County Council Homeless Section**

County Hall, Tallaght, Dublin 24.

OPEN ▷ MON-FRI: 10am-12pm

CALL **01 414 9364** – MON-FRI: 9am-5pm | EMAIL [sdcchomeless@sdblincoco.ie](mailto:sdcchomeless@sdblincoco.ie)

## → **Dún Laoghaire-Rathdown County Council Homeless Section**

County Hall, Marine Road, Dún Laoghaire.

OPEN ▷ MON-FRI: 10am-4pm

CALL **01 205 4804** – MON-FRI: 9am-5pm | EMAIL [homeless@dlrcoco.ie](mailto:homeless@dlrcoco.ie)

# CENTRAL PLACEMENT SERVICE

## FREEPHONE 1800 707 707

MON-FRI 4.30pm-2am SAT-SUN (inc. B/H) 10am-2am

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## Homeless families with children

Contact your local city or county council before 5pm or the Central Placement Service at 1800 707 707 as appropriate. If you need more support or have not been given emergency accommodation through your local city or county council or the Central Placement Service you can contact

→ **Focus Ireland Family Case Management Team**

CALL **01 671 2555** – MON - SUN: 9am-5pm

→ **Focus Ireland Emergency Family Team**

CALL **087 688 4267** – MON - FRI: 4.30pm-9pm and 9am-9pm SAT - SUN & B/H

→ **Housing First Intake Team**

After 9pm if you are a family at risk of rough sleeping

CALL **086 813 9015** – MON - SUN: from 9pm

→ **Gardaí**

After 5pm and at weekends homeless families at risk of rough sleeping may go to a Garda Station as a place of safety and phone the numbers listed above.

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## Individuals and couples at risk of rough sleeping can also contact

→ **Housing First Intake Team**

CALL **086 813 9015** – MON-SUN: 7am-1am

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## Under 18

If you are under 18 and homeless call Tusla.

They will put you in touch with social work services.

→ **Tusla - The Child and Family Agency**

CALL **01 771 8500** – MON - FRI: 9am - 5pm

→ **Gardaí**

After 5pm young people in need of emergency accommodation can call the Gardaí or visit a Garda Station and ask to contact the **duty social worker**.

→ **Childline**

**FREEPHONE 1800 666 666** – ANYTIME for information and support.

**TEXT: TALK to 50101**

# Domestic Violence

Domestic violence refuges are for women or women with children only.

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## Women and women with children

### → Women's Aid

**FREEPHONE 1800 341 900**

VISIT [www.womensaid.ie](http://www.womensaid.ie)

EMAIL [helpline@womensaid.ie](mailto:helpline@womensaid.ie)

For details on Domestic Violence Refuges and advice and information on support services in your local area. Information and support is available through a wide range of languages.

### **If appropriate, you may get support to stay in your home**

Domestic Violence Services also provide outreach services to you in your community

### → Sonas Refuge

CALL **01 866 2015**

### → Aoibhneas

CALL **01 867 0701**

### → Saoirse

CALL **01 463 0000**

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## Men

### → Amen

CALL **046 902 3718/0818 222 249**

EMAIL [info@amen.ie](mailto:info@amen.ie)

VISIT [www.amen.ie](http://www.amen.ie)

Support for men experiencing domestic violence.

# Social Welfare for Homeless People

If you are getting a social welfare payment and you become homeless call to your local Intreo Centre or Social Welfare Office and let them know of the change in your circumstances.

You may be supported to keep your current social welfare payment or you may be referred to Community Welfare Homeless Persons' Unit to discuss your situation.

If you have no social welfare payment on becoming homeless you may be entitled to a payment. You can call to or make an appointment to visit your Homeless Persons' Unit.

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## Single men

### → Homeless Persons' Unit

Social Welfare Office, North Cumberland St, Dublin 1.

CALL **1800 724 724** to make an appointment. Appointments are available

MON - WED & FRI 9.30am - 12pm, THURS 10.30am - 12pm

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## Single women, couples, families and all non Irish citizens

### → Homeless Persons' Unit

77 Upper Gardiner Street, Dublin 1.

OPEN ▷ MON - WED & FRI 9.30am - 12pm, THURS 10.30am - 12pm

CALL **01 673 2030**

# Free and Low Cost Food Services

## → The Capuchin Day Centre

29 Bow Street, Smithfield, Dublin 7.

CALL **01 872 0770**

BREAKFAST AND LUNCH ▷ MON - SAT: 7am - 11.30am/1pm - 3pm ~ free of charge

GROCERIES 'TAKE-AWAY' ▷ WED: 9am - 11.30am

BABY HAMPER 'TAKE-AWAY' ▷ MON: 9am - 11.30am

## → Merchants Quay Ireland

Riverbank Open Access, 13 Merchants Quay, Dublin 8.

CALL **01 524 0927**

BREAKFAST AND LUNCH ▷ MON - FRI / SUN

EVENING TEA, SOUP AND SANDWICHES ▷ MON - FRI: 5.30 - 8.30pm ~ free of charge

## → Mendicity

9 Island Street, Dublin 8.

CALL **01 677 3308**

BREAKFAST AND LUNCH ▷ MON - FRI: 9am - 9.30am / 10.30am - 1pm

BRUNCH ▷ SAT: 10am - 11am ~ free of charge

## → Focus Ireland Coffee Shop

15 Eustace Street, Temple Bar, Dublin 2.

OPEN ▷ MON - FRI: 10:30am - 3:30pm / WED: 11.30am - 3.30pm /

SAT - SUN: 11:30am - 3pm

CALL **01 671 2555**

## → Crosscare Community Cafés

Holles Row, Dublin 2, Portland Row, Dublin 1

Eblana Ave, Dún Laoghaire, Co Dublin.

CALL **01 836 0011** | EMAIL [café@crosscare.ie](mailto:café@crosscare.ie)

for information on opening hours and take out food supports.

## → St Vincent de Paul

CALL **01 855 0022** or visit [www.svp.ie](http://www.svp.ie)

for information on supports offered

# Physical and Mental Health

In an emergency CALL **999** or **112**

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## GP and other health care services

**Safetynet** provides free GP care and other primary healthcare services.

This service is for people who are homeless or who have little or no money and do not have a medical card.

**Safetynet** provides a Mobile Health Clinic with the support of homeless services' outreach teams.

CALL **087 652 0225** to contact the Mobile Health Clinic

VISIT [www.primarycaresafetynet.ie](http://www.primarycaresafetynet.ie) for details on all services

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## Mental health

### → Access Mental Health Team

CALL **01 703 6158** for support for homeless people in the Dublin area.

### → The Samaritans

CALL **116 123** in a crisis.

TEXT **087 260 9090**

EMAIL [jo@samaritans.org](mailto:jo@samaritans.org)

For information on mental health supports visit [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie)

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## Problems with immigration status in Ireland

### → Crosscare Migrant Project and Refugee Service

CALL **01 873 2844** | VISIT [www.migrantproject.ie](http://www.migrantproject.ie)

### → Migrant Rights Centre of Ireland

CALL **01 889 7570** | VISIT [www.mrci.ie](http://www.mrci.ie)

### → Immigrant Council of Ireland

CALL **01 674 0200** | VISIT [www.immigrantcouncil.ie](http://www.immigrantcouncil.ie)

### → Irish Refugee Council

CALL **01 764 5854** | VISIT [www.irishrefugeecouncil.ie](http://www.irishrefugeecouncil.ie)

# If you are sleeping rough or you see somebody sleeping rough

→ CALL **086 813 9015** – MON-FRI: 7am-1am to speak to the **Housing First Intake Team**  
[www.homelessdublin.ie/report-rough-sleeper](http://www.homelessdublin.ie/report-rough-sleeper)

## Are you homeless and worried about where you will go when you leave hospital?

Ask to speak to the **hospital social worker** and tell them about your situation.

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EMAIL [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie) | CALL **01 872 6775**



# At Risk of Homelessness

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## Renting from a private landlord

Have you lost your job or had a drop in income? Has your rent increased? You may be able to get help to pay your rent. Ask about:

→ **HAP** (Housing Assistance Payment) at your local city or county council. To find out more about HAP VISIT [www.hap.ie](http://www.hap.ie)

→ **Rent Supplement** at your local Intreo Centre, social welfare office or Community Welfare Service. Contact the Community Welfare Service that covers rent for your area. VISIT [www.welfare.ie/en/Pages/Central-Rents-Units.aspx](http://www.welfare.ie/en/Pages/Central-Rents-Units.aspx)

**Contact the HAP section in your local city or county council or your rent supplement unit immediately**

**Do you have a problem with your HAP or Rent Supplement?**

**Do you have a difficulty with your landlord, a rent increase or a notice of termination?**

If your private rented tenancy is at risk do not delay. Telephone or visit your local city or county council. Ask about what supports are available that might prevent you losing your home.

Renting and worried about losing your home? Get advice now.

→ **Threshold FREEPHONE 1800 454 454** | VISIT [www.threshold.ie](http://www.threshold.ie)

→ **Citizens Information**

CALL **0761 07 4000** MON - FRI: 9am - 8pm | VISIT [www.keepingyourhome.ie](http://www.keepingyourhome.ie)

## → **Crosscare Information and Advocacy Service**

CALL **01 872 6775** for clinic times | EMAIL [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie)

Clinics are available through English, Polish, Roma, Romanian, Chinese and Somali.

## → **Focus Ireland**

CALL **01 671 2555** MON - FRI: 9am - 5pm

EMAIL [dublinadvice@focusireland.ie](mailto:dublinadvice@focusireland.ie)

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# Home owners at risk of losing their home

## → **MABS - Abhaile**

CALL **0761 072 000** – MON - FRI: 9am - 8pm

VISIT [www.mabs.ie/en/abhaile/](http://www.mabs.ie/en/abhaile/)

## → **The Irish Mortgage Holders Organisation**

CALL **1890 623 624**

VISIT [www.mortgageholders.ie](http://www.mortgageholders.ie)

## → **New Beginning**

CALL **01 524 0000**

VISIT [www.newbeginning.ie](http://www.newbeginning.ie)

# Help Managing Your Tenancy

Some services offer support clinics or visiting support services that can help you manage your private rented, council or other social housing tenancy.

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## Tenancy Sustainment

Details on visiting support services or tenancy advice clinics in the Dublin area.

### → Dublin Simon

CALL **01 635 4888** | EMAIL [prevention@dubsimon.ie](mailto:prevention@dubsimon.ie)

For details on community outreach clinics in a range of locations in Dublin and visiting support services.

### → Focus Ireland

CALL **01 671 2555** | EMAIL [dublinadvice@focusireland.ie](mailto:dublinadvice@focusireland.ie)

Visit the Coffee Shop, 15 Eustace Street, Dublin 2 to ask about tenancy sustainment services.

### → HAIL

CALL **01 671 8444**

Are you living with a mental health diagnosis? Is your tenancy at risk? HAIL can provide you with support to hold on to your home and aid your recovery.

### → Anew

CALL **1800 281 281**

Provides a range of services and supports to pregnant women or women who have recently given birth.

### → De Paul Ireland

CALL **01 891 6103**

Community and Outreach Service

Civic Centre, Main St Ballymun, Dublin 9

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## Council or other Social Housing Tenants

If you are having problems managing your tenancy you must meet with your housing provider at the earliest opportunity. **Telephone or visit your local city or county council. Ask about what supports are available that might prevent you losing your home.** If you need more support contact one of the tenancy support services listed.

# Social Welfare Payments

If you have lost your job or have a drop in income you may have difficulty paying your rent. Visit your local **Intreo Centre** or **social welfare office** for information on social welfare payments.

You can apply for an emergency payment in exceptional circumstances.

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## Problems applying for a social welfare payment, refusal of payment or reduction in payment?

### → Citizens Information

CALL **0761 07 4000** – MON-FRI: 9am-8pm

[www.citizensinformation.ie](http://www.citizensinformation.ie)

### → Crosscare Information and Advocacy Service

CALL **01 872 6775** for clinic times | EMAIL [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie)

Clinics are available through English, Polish, Roma, Romanian, Chinese and Somali.

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## Money Management and Debt

### → MABS Helpline

CALL **0761 07 2000** – MON-FRI: 9am-8pm

VISIT [www.mabs.ie](http://www.mabs.ie)

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## Free Legal Advice

### → FLAC Free Legal Advice Clinics

CALL **1890 350 250** or **01 874 5690** for information and referral to your nearest clinic.

VISIT [www.flac.ie](http://www.flac.ie)