

# 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: 10 a.m. – 4 p.m.

FREEPHONE **1800 707 707** MON – FRI: 2 p.m. – 2 a.m.

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

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

Civic Offices, Grove Road, Blanchardstown, Dublin 15

OPEN ▷ MON – FRI: 9.30 a.m. – 12.30 p.m.

CALL **01 890 5090** MON – FRI: 9 a.m. – 4.30 p.m. | EMAIL [homeless@fingalcoco.ie](mailto:homeless@fingalcoco.ie)

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

County Hall, Tallaght, Dublin 24

OPEN ▷ MON – FRI: 10 a.m. – 12 p.m.

CALL **01 414 9364** MON – FRI: 10 a.m. – 12 p.m./2.30 p.m. – 4 p.m.

EMAIL [sdcchomeless@sdublincoco.ie](mailto:sdcchomeless@sdublincoco.ie)

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

County Hall, Marine Road, Dún Laoghaire

OPEN ▷ MON – FRI: 10 a.m. – 4 p.m.

CALL **01 205 4804** MON – FRI: 10 a.m. – 5 p.m. | EMAIL [homeless@dlrcoco.ie](mailto:homeless@dlrcoco.ie)

# CENTRAL PLACEMENT SERVICE

## FREEPHONE 1800 707 707

MON – FRI: 2.00 p.m. – 2 a.m. SAT – SUN (inc. B/H): 10 a.m. – 2 a.m.

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## Homeless families with children

Contact your local city or county council before 5 p.m. 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

### → Family Support Team

CALL **01 222 6977** MON – FRI: 10 a.m. – 4 p.m. and SAT – SUN: 12 p.m. – 4 p.m.

Back up service available at **01 222 6977** MON – SUN: 4.30 p.m. – 9 p.m.

### → Gardaí

After 5 p.m. and at weekends homeless families at risk of rough sleeping may go to a Garda Station as a place of safety.

### → Focus Ireland Family Case Management Team

CALL **01 671 2555** MON – THURS: 9 a.m. – 5 p.m. and FRI: 9 a.m. – 4 p.m.

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## Individuals and couples at risk of rough sleeping

### → Dublin Outreach, operated by Dublin Simon

CALL **01 8720185** MON – SUN: 7 a.m. – 1 a.m.

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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: 9 a.m. – 5 p.m.

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

### → Gardaí

After 5 p.m. 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.

**FREETEXT: TALK to 50101**

**LIVE CHAT: [childline.ie](http://childline.ie)**

# 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**

Online live chat service available

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**

ADVICE and OUTREACH **087 952 5217**

### → Aoibhneas

CALL **01 867 0701**

EMAIL [helpline@aoibhneas.org](mailto:helpline@aoibhneas.org)

### → Saoirse

CALL **01 463 0000**

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

[outreach@saoirsewomensrefuge.ie](mailto:outreach@saoirsewomensrefuge.ie)

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## Men

### → Anyman

Support for men experiencing domestic violence.

SUPPORT LINE **01 554 3811**

GENERAL QUERIES **01 539 4277**

GENERAL EMAIL [info@anyman.ie](mailto:info@anyman.ie)

CONFIDENTIAL SUPPORT EMAIL: [crisis@anyman.ie](mailto:crisis@anyman.ie)

# Social Welfare for people experiencing homelessness

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 – FRI: 9.30 a.m. – 12 p.m.

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

### → Homeless Persons' Unit

77 Upper Gardiner Street, Dublin 1.

OPEN ▷ MON – FRI: 9.30 a.m. – 12 p.m. except THURS: 10.30 a.m. – 12 p.m.  
CALL **01 673 2030**

# Free and Low Cost Food Services

## → The Capuchin Day Centre

29 Bow Street, Smithfield, Dublin 7

CALL **01 872 0770**

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

BREAKFAST AND LUNCH ▷ MON – SAT: 7 a.m. – 11.30 a.m./1 p.m. – 3 p.m. (free of charge)

GROCERIES 'TAKE-AWAY' ▷ WED: 9 a.m. – 11.30 a.m.

## → Merchants Quay Ireland

Riverbank Open Access, 13 Merchants Quay, Dublin 8.

CALL **01 524 0923**

BREAKFAST AND LUNCH ▷ MON – FRI/SUN

EVENING TEA, SOUP AND SANDWICHES ▷ MON – FRI: 5.30 – 8.30 p.m. (free of charge)

## → Mendicity

9 Island Street, Dublin 8

CALL **01 677 3308**

EMAIL [info@mendicity.org](mailto:info@mendicity.org)

BREAKFAST AND LUNCH ▷ MON – FRI: 9 a.m. – 9.30 a.m./10.30 a.m. – 1 p.m.

BRUNCH ▷ SAT: 10 a.m. – 11 a.m. (free of charge)

## → Focus Ireland Coffee Shop

15 Eustace Street, Temple Bar, Dublin 2

OPEN ▷ MON – FRI: 10:30 a.m. – 14:30 p.m./WED: 12 p.m. – 2:30 p.m.

SAT – SUN: 10:30 a.m. – 2 p.m.

CALL **01 671 2555**

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

## → Crosscare Community Cafés

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 and other primary healthcare services for people who do not have a medical card and are homeless or have little or no money –

**SafetyNet Inclusion Health Hub** CALL **01 8765200**

**Safetynet Mobile Health Clinic and homeless outreach** CALL **087 6520225**

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

**Multi Disciplinary Health Link Team for Homeless Persons**, CALL **01 703 6100**

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## Mental health

### → Access Mental Health Team

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

### → Ushers Island Programme for the Homeless

CALL **01 677 9099**

### → The Samaritans

CALL **116 123** in a crisis

TEXT **087 260 9090**

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

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## Problems with immigration status in Ireland

### → Crosscare Migrant Project and Crosscare Refugee Service

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

EMAIL [migrantproject@crosscare.ie](mailto:migrantproject@crosscare.ie)

### → Migrant Rights Centre of Ireland

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

### → Immigrant Council of Ireland

CALL **01 674 0200** PHONE LINES OPEN ▷ MON, TUES, THURS and FRI: 10 a.m. – 1 p.m.

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

### → Irish Refugee Council

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

# At Risk of Homelessness

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## Renting from a private landlord

Are you struggling to pay your rent? You may be eligible for:

→ **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** If you are not eligible for HAP you may be able to apply for Rent Supplement. Talk to Community Welfare Services at your local Intreo Centre.

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

Contact the HAP section of your local city or county council or your Rent Supplement Unit immediately.

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

If your private rented tenancy is at risk, telephone or visit your local city or county council as soon as possible. Ask about what supports are available that might prevent you losing your home.

## Other supports are available

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: 9 a.m. – 8 p.m. | VISIT [www.keepingyourhome.ie](http://www.keepingyourhome.ie)

## → Crosscare Housing and Welfare Information

1 Cathedral St, Dublin 1

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.



## → Anew

CALL **01 635 1491** | EMAIL [hello@anew.ie](mailto:hello@anew.ie)

For a range of pre and post natal supports for pregnant women experiencing or at risk of homelessness.

## → Focus Ireland

CALL **01 671 2555** MON – THURS: 9 a.m. – 5 p.m./FRI: 9 a.m. – 4 p.m.

## → Peter McVerry Trust

CALL **01 823 0776** | EMAIL [info@pmvtrust.ie](mailto:info@pmvtrust.ie)

Information and Advice Centre: 12–13 Berkeley Street, Dublin 7. 9 a.m. – 4 p.m.

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## Rebuilding Ireland Home Loan

Are you interested in buying your own home but have been unable to get a mortgage from a bank or building society? Talk to your local city or county council about a Rebuilding Ireland Home Loan.

VISIT [rebuildingirelandhomeloan.ie](http://rebuildingirelandhomeloan.ie) for more information

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## Home owners at risk of losing their home

### → MABS – Abhaile

CALL **0761 072 000** MON – FRI: 9 a.m. – 8 p.m.

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

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

### → The Irish Mortgage Holders Organisation

CALL **1890 623 624**

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

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

### → New Beginning

CALL **021 429 8020**

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

EMAIL [info@newbeginning.ie](mailto:info@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.

### → Peter McVerry Trust

CALL **01 823 0776** | EMAIL [info@pmvtrust.ie](mailto:info@pmvtrust.ie)

12–13 Berkeley Street, Dublin 7.

OPEN ▷ 9 a.m. – 4 p.m.

### → 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 [info@focusireland.ie](mailto:info@focusireland.ie)

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

### → HAIL

CALL **01 671 8444** | EMAIL [info@hail.ie](mailto:info@hail.ie)

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.

### → De Paul Ireland

CALL **01 891 6103** | EMAIL [depaul@depaulcharity.net](mailto:depaul@depaulcharity.net)

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 as soon as possible. **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 or mortgage. Visit your local **Intreo Centre** or **social welfare office** for information on social welfare payments including 'in work' support to supplement your income.

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: 9 a.m. – 8 p.m.

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

### → Crosscare Housing and Welfare Information

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: 9 a.m. – 8 p.m. EMAIL [helpline@mabs.ie](mailto:helpline@mabs.ie)

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)

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

→ CALL **01 8720185** MON – FRI: 7 a.m. – 1 a.m. to speak to the  
**Dublin Outreach team**  
or go to  
[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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housing and welfare information

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