

# HOMELESS OR LOSING YOUR HOME?

## ARE YOU ...

**A HOMELESS COUPLE**

**A HOMELESS SINGLE PERSON**

**A HOMELESS FAMILY WITH CHILDREN**

**A VICTIM OF DOMESTIC VIOLENCE – PHONE WOMEN'S AID ON 1800 341 900 AND CALL REFUGES FOR HELP, OR ...**

**HOMELESS AND UNDER 18**

**FACING OTHER ISSUES?**

## STILL IN YOUR HOME?

**BEFORE 4.30pm CONTACT LOCAL AUTHORITY HOMELESS SECTION**

**AFTER 4.30pm CALL HOMELESS FREEPHONE 1800 707 707**

**FROM 5pm FAMILIES – GO TO GARDAÍ. ASK FOR DUTY SOCIAL WORKER**

**BEFORE 5pm CONTACT TUSLA**

**AFTER 5pm UNDER 18s – YOU MUST CALL GARDAÍ**

## UNDER 18, STILL AT HOME?

## AT RISK OF HOMELESSNESS?

**YOU MAY BE ABLE TO STAY IN YOUR HOME!**

Tenancy Protection Service/'Stay in your home' campaign  
1800 454 454

Threshold Housing Advice  
1890 334 334

Crosscare Info. and Advocacy Service Housing and Welfare or Refugee Service  
01 8726775/01 8732844  
housingandwelfare@crosscare.ie

Tenancy Sustainment and Visiting Support services – Dublin Simon, Focus Ireland, HAIL Housing

Citizens Information (Dublin Simon Tenancy Advice in-reach in some centres), Irish Mortgage Holders Association, New Beginning

**UNDER 18s**  
For information and advice contact: Barnardos, Crosscare Youth Services, Focus Ireland, Peter McVerry Trust, Childline

## OTHER SUPPORT NEEDS?

**NO FOOD OR FOOD SHORTAGE, BILLS and other 'basics'**

St Vincent de Paul and day, food and other services

**NO OR LOW INCOME**

Dept. Social Protection – Community Welfare Service – CWS Homeless Persons' Units

**PHYSICAL/MENTAL HEALTH ISSUES URGENT – 999.**

Safetynet Primary Care/'Your Mental Health' website/HSE info. line  
1850 24 1850

**HOUSING, HOMELESSNESS, SOCIAL WELFARE/LEGAL/FINANCE ISSUES**

Crosscare Info. and Advocacy/Homeless NGOs/Threshold/Citizens Information FLAC/MABS

**RESIDENCY/right to reside in Ireland**

Crosscare Information and Advocacy/Immigrant Council of Ireland/Irish Refugee Council

**VICTIM OF VIOLENCE, CHILD PROTECTION, ADDICTION, other issues**

COSC, Women's Aid, Amen, TUSLA and other services – issue dependente

## Homeless Crisis

### Local authority homeless services:

For details of Homeless Sections in the Dublin local authorities visit [www.homelessdublin.ie/help-your-area](http://www.homelessdublin.ie/help-your-area).

**The Dublin City Council Central Placement Service:** Parkgate Hall, 6–9 Conyngham Road, Dublin 8. Visit between 10am-12 noon and 2pm-4pm, Mon-Fri, call 1800 707 707 from 2pm-1am or email [homelesscps@dublincity.ie](mailto:homelesscps@dublincity.ie). Call Dublin City Homeless Section on 01 7036100.

**Fingal County Council:** If you have never been homeless before, please call into the Homeless Unit between 9.30am and 12.30pm, Monday to Friday only. Telephone: 01 8905090.

If you have already presented to the Homeless Unit and have been assessed as homeless, please call 01 8905800 to make an appointment for the afternoons, Monday to Friday.

Fingal County Council, Grove Road, Blanchardstown, Dublin 15. Email: [homeless@fingalcoco.ie](mailto:homeless@fingalcoco.ie)

**South Dublin County Council:** Visit the Homeless Section at County Hall, Tallaght, Dublin 24, from 10am-12 noon and from 2pm-4pm, Mon-Fri, or call 01 4149364 and ask for the Homeless Section.

**Dun Laoghaire–Rathdown Council:** Visit the Homeless Section at County Hall, Marine Road, Dun Laoghaire, from 10am-12.30pm and from 2.30pm-4pm, Mon-Fri, call 01 2054700 and ask for the Homeless Section, or email [homeless@dlrcoco.ie](mailto:homeless@dlrcoco.ie).

**For other county council areas:** Call the main council number and ask for the Homeless Section.

Private/charitable institutions operate emergency hostels – call Crosscare Information and Advocacy Service for information on 01 8726775, or email [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie).

**If somebody is rough sleeping** call the Housing First Team on 086 813 9015 or 01 6712555 from 7am-3am, or visit [www.homelessdublin.ie/report-rough-sleeper#1](http://www.homelessdublin.ie/report-rough-sleeper#1). If you believe the person needs medical attention or is under 18 years old, you should call 999 or 112.

**'After hours':** The Homeless Freephone 1800 707 707 line is also the 'after hours' service for greater Dublin and has details for the Dublin 'Nite Café' and all night services.

### Domestic violence:

Support around domestic violence is available through **Women's Aid** on 1800 341 900 [www.womensaid.ie](http://www.womensaid.ie) and

**Amen** 046 9023718 (for men) [www.amen.ie](http://www.amen.ie). Refuge details are listed at [www.casemanagementguidebook.ie](http://www.casemanagementguidebook.ie).

### Under 18s:

If a child or young person under 18 presents as homeless, or if you have a child welfare or a child protection concern, contact **TUSLA** (the Child and Family Agency) during office hours on 01 7718500. Local TUSLA duty social work team direct contact details can be found at [www.tusla.ie/get-in-touch/duty-social-work-teams/](http://www.tusla.ie/get-in-touch/duty-social-work-teams/). Outside office hours contact the Gardaí. In an emergency, homeless families without a place to stay and who are not placed by the homeless services should go to the nearest Garda station and ask the Gardaí to contact the duty social worker.

## Imminent Risk of Homelessness/ Keeping Your Home

### For information on homelessness, the risk of homelessness, social welfare and housing issues:

**Tenancy Protection Service** (1800 454 454) supports households in the private rented sector who may be at risk of losing their home.

**Dublin Simon** run in-reach tenancy advice clinics with the Dublin 2, 4 and 6 Citizens Information Centres. Contact your local centre.

**Threshold:** The national housing charity can be contacted on 1890 334 334.

**Crosscare Information and Advocacy Service:** Call 01 8726775/01 8732844, 2 Sackville Place, Dublin 1, or email [housingandwelfare@crosscare.ie](mailto:housingandwelfare@crosscare.ie). Polish, Romanian and Chinese language services are available.

**Dublin Simon and Focus Ireland both operate Tenancy Sustainment and Visiting Support services** where people need support in their tenancies. Contact 01 6354888 and 01 7036100 for advice.

**Focus Ireland** have multiple locations, call 01 6712555, visit The Focus Coffee Shop, 15 Eustace Street, Dublin 2, or email [coffeeshop@focusireland.ie](mailto:coffeeshop@focusireland.ie).

**HAIL Housing** Visiting Support Service offers services dedicated to people experiencing mental health problems. Contact them on 01 6703265.

**Citizens Information** has a dedicated website [www.keepingyourhome.ie](http://www.keepingyourhome.ie) for anyone at risk of losing their home.

**Home owners at risk of losing their home** can contact **Mortgage Arrears Helpline** 0761 07 4050, **The Irish Mortgage Holders Association** on 01 8747662, email [info@mortgageholders.ie](mailto:info@mortgageholders.ie), or **New Beginning** on 01 5240000 or at [www.newbeginning.ie](http://www.newbeginning.ie).

### Information and advice for children and young people:

**Barnardos** call 1850 222 300.

**Focus Ireland Youth Services** call 01 6755992.

**Crosscare Youth Services** call 01 8360011 or visit [www.crosscare.ie](http://www.crosscare.ie).

**The Peter McVerry Trust Youth Services** call 01 8230776.

**Childline** is contactable 24/7 on 1800 666 666.

## Other Issues/Support Needs

### Food or support services:

**St Vincent de Paul:** Call 01 8550022 to ask about the support they can offer, or visit [www.svp.ie](http://www.svp.ie).

**The Capuchin Day Centre**, 29 Bow Street, Smithfield, Dublin 7, operates a food service 9am-3pm six days per week (Mon-Sat) and a groceries 'take-away' every Wednesday morning. Call 01 8720770.

**Crosscare** operate a range of café and food bank supports. Call 01 8360011 for information.

Other food and other no or low cost services (e.g. showers, laundry) can be found at [www.homelessdublin.ie/day-services](http://www.homelessdublin.ie/day-services).

### No or low income:

Visit your local **Department of Social Protection** office. Contact the **Community Welfare Service** section of the Department at your local office for information on interim or emergency payments and rent support.

### For those homeless AND with low or no income:

Single men – call the **Community Welfare Service Homeless Persons' Unit** on 1800 724 724 for an appointment to visit Oisín House, 212–213 Pearse Street, Dublin 2.

All other households should go to **The Homeless Persons' Unit**, 77 Upper Gardiner Street, Dublin 1, from 10am-11.30am and from 2pm-3.30pm, Mon-Fri.

### Physical and mental health issues:

If you are very concerned for a person's health, call an ambulance by dialling 999 or 112. For non-urgent access for people with no medical card, visit [www.primarycaresafetynet.ie/services](http://www.primarycaresafetynet.ie/services) for information on free services available.

**The Capuchin Day Centre** operates a free drop-in medical service Mon-Fri. Call 01 8720770.

Visit [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie) for information and support on mental health. For general health services information call the **HSE Helpline** on 1850 241 850.

Call **The Samaritans** on 116 123 in a crisis. Call **Pieta House** on 01 6235606 on risk of suicide. For general counselling services call **Oasis/Deora** on 01 8364524.

**For financial matters** call **MABS** on 0761 07 2000.

**For free legal advice** call **FLAC** on 1890 350 250.

### Residency status and right to reside in Ireland:

Contact **Crosscare Migrant Project** or the **Crosscare Refugee Service** on 01 8732844, email [migrantproject@crosscare.ie](mailto:migrantproject@crosscare.ie) or [refugeeservice@crosscare.ie](mailto:refugeeservice@crosscare.ie). Call the **Immigrant Council of Ireland** on 01 6740200 or the **Irish Refugee Council** on 01 7645854.

**Victims of violence:** Where victims of sexual, gender-based or domestic violence present contact the national freephone line on 1800 778 888 (sexual violence). For a full listing of services visit **COSC** at [www.cosc.ie](http://www.cosc.ie).

**Child Protection/Welfare:** Contact **TUSLA** [www.tusla.ie](http://www.tusla.ie), or call on 01 7718500. After hours call the Gardaí on 999/112.

**Addiction:** The [www.drugs.ie](http://www.drugs.ie) website offers extensive information on addiction issues, supports and services. **The National HSE Drug and Alcohol Helpline** may also be contacted on 1800 459 459.

**Other issues:** There is a range of services available depending on the issue raised. Please refer to [www.crosscare.ie](http://www.crosscare.ie). Also, visit **Citizens Information** [www.citizensinformation.ie](http://www.citizensinformation.ie) or call them on 0761 07 4000.

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