

Steps out of Homelessness

The First Steps

It is important to have your PPS number and some form of ID e.g. birth certificate and photo ID

Register with Community Welfare Officers (CWO) at the Homeless Persons' Unit (HPU) between 10-12pm, Monday to Friday.

Men: Go to the Homeless Persons' Unit at 149 St. James's St., Dublin 8. [\[Map reference: 17\]](#)

If you have already registered call the freephone number to get an appointment for Castle St. Clinic. [\[Map reference: 10\]](#)

Women, Families & Couples: Go to the Homeless Persons' Unit at 16-19 Wellington Quay, Dublin 2. [\[Map reference: 5\]](#)

– Homeless Persons' Freephone Service is available seven days each week from 10am-1am. Freephone: 1800 724 724.

– The Community Welfare Officer will speak to you to about your situation. They will try to find you some emergency accommodation, this is usually in an emergency hostel or in some cases in private accommodation managed by Dublin City Council (B&B's).

The Night Bus

Helps rough sleepers at night time to get a hostel bed. They try to find you accommodation and they will bring you there. They also offer sleeping bags and blankets (if available).

Tel: 1800 724 724, 7 days weekly, 10pm-1am.

1 Hostels

Night Shelters

You may be booked into a night shelter by the HPU when you become homeless. This accommodation may be paid for by the HPU until your payment comes through. Breakfast and an evening meal may be provided. Night Shelters are closed during the day and luggage cannot be stored here during that time.

Becoming homeless can be a frightening experience when you don't know what to do or where to go for help. This map and information guide gives you the options you may take to find your way out of homelessness.

Cedar House

Male. Open from 8.45pm-9am. Call the free phone number 1800 724 333 at 7.30pm to book a bed. You will need to book a bed each night while staying on the dormitory side. There is also a short stay section with single rooms. [\[Map reference: 4\]](#)

Sancta Maria

Male. Open from 6pm-10am. Referral through the free phone 1800 724 724 or the HPU. Dormitory accommodation. [\[Map reference: 11\]](#)

Night Service Longford Lane

Male. Open from 9.30pm-10.30am. Basic accommodation, washing facilities and food are available. The service is open through the night until the beds are filled. [\[Map reference: 9\]](#)

B&B

This accommodation is managed by Dublin City Council. You may be referred to a B&B by the Community Welfare Officer in the Homeless Persons Unit. B&B accommodation is allocated at the discretion of the CWO, and relates to your family composition or specific individual needs. For single people referral is usually to a night shelter or hostel unless there are special circumstances.

2 Day Centres

These offer information on services and advocate or 'speak up' for you. Some of them have key workers and can refer you to other specialist services. [\[Map reference: 4, 6, 15, 20\]](#)

3 Homeless & Housing Information

These centres give information on homelessness, housing and other related matters. [\[Map reference: 4, 20, 21\]](#)

They also have information on social welfare entitlements and payments. They have key workers who may assist you move out of homelessness. They may also refer you to other specialist services if you need this. [\[Map reference: 3, 6\]](#)

4 Outreach

1. Street Outreach Teams from Dublin Simon and Focus Ireland work with people who are sleeping rough [\[Map reference: 20\]](#). Contact Dublin Simon at 01 677 8114. Information on the Soup Run available from Dublin Simon number above.

2. There are also Outreach Clinics to Food Centres provided by CentreCare. [\[Map reference: 3\]](#)

5 Money

People who are homeless are entitled to apply for a payment from HPU. This payment is the same as a basic social welfare payment. When you call to the HPU the CWO will assess your situation and organise a payment where appropriate. This is known as Supplementary Welfare Allowance (SWA). If you are awarded SWA you may be asked to carry out a number of tasks, for example, to register with your local authority as homeless, to engage with homeless services or to sign on for a more appropriate social welfare payment where this is an option. In many cases eligibility for payment from the HPU is reviewed after 6 weeks. RATE: €185.80

6 Food

You can get good food at a low cost from the food centres, some also provide breakfast. See food centres marked on the map. [\[Map reference: 1, 2, 6, 7, 9, 15, 16, 18, 21\]](#)

7 Health

Health centres provide direct access to a Nurse, Dentist, Chiropodist and GP. A counsellor may also be available. They can also refer you to other services e.g. detox, mental health services, etc. [\[Map reference: 4, 13, 15, 21\]](#)

8 Education/Training

Joining courses or education programmes can help you to stay motivated and gain new skills when you are homeless. This may lead to a job. Some hostels run courses and there is a project run by CDVEC called Foundations project. Phone: 01 878 6658 for more information.

Longer Term

1 Local Authority Housing

To apply for local authority housing, you must register with the local authority where you lived before you became homeless. There are four Local Authorities;

1 Dublin City Council

City Council Homeless Section, Civic Offices, Block 2, Ground Floor, Fishamble St. (entrance), Dublin 8. Open 9.30-4pm. Tel. 01 222 2222. [\[Map reference: 8\]](#)

2 Dun Laoghaire-Rathdown Co. Council

County Hall, Marine Road, Dun Laoghaire, Co. Dublin. Open 10-4pm Mon-Fri. Tel. 01 205 4700.

3 Fingal County Council

Grove Road, Blanchardstown, Dublin 15. Open 9am-12.45pm and 2-5pm, Mon-Fri. Closed Friday at 4.30pm. Tel. 01 890 5000.

4 South Dublin County Council

County Hall, Town Centre, Tallaght, Dublin 24. Open 9am-12.45pm and 2-5pm, Mon-Fri. Closed Friday at 4.30pm. Tel. 01 414 9000.

You need to register as homeless with the Local Authority in the area where you lived when you became homeless, even if you are now staying in emergency accommodation in the city centre. You will need;

- Proof that you are staying in homeless accommodation, e.g. a receipt from the hostel.
- A long Birth Certificate.
- PPS number.
- Photo ID (if you have it) e.g. passport or drivers licence.
- Evidence of income. ie receipt of welfare payment.
- Your local authority housing department can also provide advice and information to you on your housing options. They will also help you to fill out the application form if you need help.

There are a number of housing options open to you when you are ready for more settled accommodation.

- There is a waiting list with the Local Authorities. It is your responsibility to keep the Local Authority aware of your housing situation so you should go in or telephone on a regular basis e.g. monthly.

2 Private Rented Accomodation

- Check with your local Community Welfare Officer if you are entitled to Rent Supplement. Rent Supplement is paid to people living in private flats, apartments and houses. You may also get rent supplement if you are staying in some hostels.
- Register with your local County Council. (listed under Local Authority Housing)
- Get your Rent Supplement form at any Health Centre and get it stamped by your local County Council.
- To find private rented accommodation check evening papers and the Internet: *www.loadza.com* and *www.daft.ie*
- List of accommodation to rent is available from: [CentreCare: \[Map reference: 3\]](#) & [Focus Ireland: \[Map reference: 6\]](#)
- Rent Supplements have a maximum level allowed by the Community Welfare Officer:
- Shared House: €98 per week for single person (sharing a bathroom and cooking facilities)
- Single person: €130 per week in self-contained unit/€98 per week if sharing facilities
- Couple: €866 per month
- Single parent/couple with 1 child: €1000 per month
- Single parent/couple with 2 or more children: €1200 per month
- When you have found a landlord that accepts Rent Supplement ask them to sign the rent allowance form and take it to the nearest Health Centre. Call 1850 241 850 to find out where your local health centre is and to check the clinic times.
- You may apply for a deposit from the local Community Welfare Officer; they may refer you to the Homeless Persons' Unit. A deposit is not guaranteed and is given at the discretion of the Community Welfare Officer.
- It may take a number of days from when you first find the accommodation until your application is approved and they tell you that you will get the rent supplement.

3 Transitional Housing Unit

A number of agencies offer transitional housing units. These are self contained accommodation with support by staff members, for a fixed period of time, e.g. 6-24 months, until you are ready to move into independent living. For more details check with Homeless and Housing Advice Centres. [\[Map reference: 3, 6\]](#)

4 Long term supported Housing

This form of accommodation is suitable for people who would not be able to live independently. Support is available by staff and you can stay in this accommodation as long as you want to. The housing projects may be aimed at people who have other support needs. For further information contact the Homeless and Housing Centres. [\[Map reference: 3, 6\]](#)