

Questions and Answers
on
Homelessness
in Dublin

September 2008

housing and welfare information

Questions and Answers on Homelessness in Dublin

For further information on any of these questions contact Crosscare Housing and Welfare Information. See Crosscare Map of Homeless Services for information on and locations of services around Dublin City Centre.

1. I am newly homeless.

Phone the HSE Homeless Persons Unit (HPU) free phone number, 1800 724 724 for details about clinic times and whereabouts. Call to their office at appointed time. A Community Welfare Officer will carry out an assessment of your situation. They may assist you with emergency accommodation & a Supplementary Welfare payment or give you further advice on what you need to do.

2. I am homeless in Dublin. I have nowhere to stay tonight?

Phone the Homeless Persons Unit (HPU) free phone on 1800 724 724. This help line is open from 10am – 2am. Your call will be answered by a Community Welfare Officer. Explain your situation. They may organise accommodation for you that night either directly or through the Dublin City Council Night Bus. They will ask you to call into one of their offices the next day.

3. I have no fixed address. Can I get a social welfare payment?

Yes. You can apply for a payment through the Homeless Person Unit. Call 1800 724 724 and they will direct you to the relevant office. A Community Welfare Officer (CWO) will assess your situation and may award you a Supplementary Welfare Allowance (SWA). This is the same amount as other basic social welfare payments. Currently €197.80 per week (07-08). Bring ID and your PPSN if possible.

4. Do I need to stay in a hostel order to continue to receive a payment from the Homeless Persons Unit?

No. You may be issued a payment for a period of time. You will be advised to link in regularly with homeless services. Your payment will be reviewed. You will be required to provide proof of links to other services when called for a review.

5. Do I need to register with the Local Authority as homeless in order to continue to receive a payment from the HPU.

No. It is not possible to register with the local authority as homeless unless you are staying in a hostel or other recognised homeless accommodation. You may continue to receive a payment if you link in with other homeless services and make efforts to address your homelessness. This payment will be subject to review. There are a wide range of services in the city that may assist you with this.

6. My weekly Supplementary Welfare Payment is not in the post office.

Your payment is subject to review. Occasionally, weekly payments may not be available at your usual post office. Contact the Homeless Persons Unit immediately.

7. Am I entitled to a Clothing Grant?

No. There is no such thing as a 'clothing grant'. You may apply for financial assistance towards clothing through your Community Welfare Officer. This is an Exceptional Needs Payment (ENP). It is granted at the discretion of the Community Welfare Officer.

8. Where can I get something to eat?

There are food centres and day centres around Dublin City Centre that offer good food at low to no cost. Food centres are open to all members of the community. Some nightly outreach services offer soup and sandwiches at locations around the city centre.

9. I have no GP. Can I get access to health care?

People who have no fixed address can apply for a medical card. Some homeless services have a medical service on site where you can see a nurse for medical difficulties. Some of these services also have a limited GP and dental services.

10. I am having difficulties at home and have been told to leave.

There are services that may assist you in this difficult period. See Crosscare Map of Homeless Service for further information.

11. I am having problems in my private rented / Council accommodation.

Do not ignore complaints made by your landlord or the local authority. The sooner you make efforts to address these issues the more likely it is that you will hold onto your accommodation. Contact a housing advice service for further support.

12. I am years on the homeless list with the Council. When can I expect to be housed?

In order to remain on the Homeless List you must contact the Local Authority every 4 weeks. If you do not, you will be taken off the list. Each Dublin Local Authority pledges to assign a certain amount of its allocations to those on the homeless list. In most cases, unless you are actively engaging with services it is unlikely you will be considered for housing. Contact a homeless advice service for further information.

Contact Details

Crosscare Housing & Welfare Information
1 Cathedral Street, Dublin 1
Tel: 01 – 872 6775

Email: housingandwelfare@crosscare.ie
Web: www.crosscare.ie/housingandwelfare

**Disclaimer: Please note that this factsheet contains guidelines only.
Official policy and legislation can change.**