

# Irish Housing Network FAQ

## What to do when facing eviction, rent increases, mortgage distress or homelessness

### What to do next if facing eviction due to mortgage distress:

1. Contact MABS: 0761 07 2000, 9am-8pm
2. Contact The HUB: 01 534 9118
3. If further help required contact the Irish Housing Network (contacts at end of sheet).

### What to do next if facing eviction from private rented house:

1. Contact Threshold: 1890 334 334
2. Contact Dublin Tenants Association- [dublinterenants@gmail.com](mailto:dublinterenants@gmail.com)
3. Contact Mercy Law Centre: 01 453 7459
4. If further help required contact the Irish Housing Network (contacts at end of sheet)

### What to do next if facing eviction from Council property:

1. Contact Mercy Law Centre: 01 453 7459
2. Contact all local TDs and Councillors
3. If you are using any services, ie Social Services, Health Services – this could be mental or physical health services, schools or other educational services - get in touch and ask for individual support, e.g. advocacy, letters of support.

### What to do next if facing rent increase or need to find new property outside of rent allowance cap:

1. Contact Threshold: 1890 334 334
2. Contact Department of Social Protection Rents Officer (formerly CWO) in writing with letters of support from doctors, schools, or any services you may be linked in with.  
If refused from Rents Officer -
3. Contact Mercy Law Advice centre: 01 453 7459 or local FLAC (Free Legal Advice Centre) clinic: 1890 350 250
4. If further help required contact the Irish Housing Network (contacts at end of sheet).

### What to do next if facing homelessness as a family:

1. Ring Homeless Freefone number 1800 707 707
2. Present yourself to the homeless section of your local county council office:

#### Dublin County Council

Present yourself at Parkgate Hall, 6-9 Conygham Road, Dublin 8 from 10am-12 noon and from 2-4pm Mon-Fri. Tel: 01 2223848  
DCC Homeless Helpline: 1800 707 707 from 2pm -1am Mon-Fri, & 24 hours Sat and Sun or email [homeless@dublincity.ie](mailto:homeless@dublincity.ie)

#### Fingal County Council

Present yourself at the Homeless Unit Assessment and Placement service in Civic Offices, Grove Road, Blanchardstown (opposite shopping centre), 9.30-12.30 Mon-Fri.  
During office hours: 01 890 5090. Out of office hours: 1800 707 707 email [homeless@fingalcoco.ie](mailto:homeless@fingalcoco.ie)

#### South Dublin County Council

Present at the Assessment and Placement service in the Housing Department, South Dublin County Council, County Hall, Tallaght Between 10am- 12.00pm and 2.30-4pm Mon-Fri.  
tel: 01 4149000

#### Dun-Laoghaire Rathdown County Council

Present at the Assessment and Placement service directly in the Housing Department, County Hall, Marine Road, Dun Laoghaire Between 10am-4pm Mon-Fri or email [homeless@dlrcoco.ie](mailto:homeless@dlrcoco.ie)  
tel: 01 2054700.

### 3. Call all local TDs and Councillors

4. If further help required contact the Irish Housing Network

### **What to do next if you cannot access emergency accommodation as a family:**

1. Contact anyone who you will think will give you a place to sleep for a night or two. **Under no circumstances inform the council you have somewhere to stay!** Tell them you slept rough or they will not consider you homeless.

#### **2. If you have nowhere to stay, go to your local Garda station.**

Do not be harassed into putting children into care voluntarily. Advise the housing/homelessness officer that the HSE Child Protection and Welfare Practice Handbook 2011 states: *“Unstable living conditions can have a negative effect on children, & homeless children are more at risk for other types of neglect in areas such as health, education & nutrition. Homelessness can be considered neglect when the inability by a parent or carer to provide shelter is the result of not managing their finances appropriately & there is evidence that the money has been spent not on rent but on drugs or alcohol, or the family had been engaged in anti-social behaviour leading to eviction”* (Child Protection and Welfare Practice Handbook, 2001: 17). This means that **homelessness on its own does not constitute a situation for a referral to child protection services**, & in order for a child protection referral to be made in respect of youth homelessness, the parent or carer must have actively put the needs of their child or children second to their own or others.

#### **3. Contact Inner-City Helping Homeless: 01 8881804**

#### **4. Contact all local TDs and Councillors**

#### **5. If further help is required, contact the Irish Housing Network (contacts at end of sheet).**

### **What to do next if you are facing homeless as a couple or single person:**

1. Call freephone 1800 707 707
2. Please see point 2 in the “What to do next if facing homelessness as a family” section above.
3. Contact all homeless charities
4. Contact all local TDs and Councillors
5. If further help required contact the Irish Housing Network (contacts at end of sheet)

### **What to do next if you can't get access to emergency accommodation as a single person or couple:**

1. On the homeless freephone (1800 707 707) take the option to self-accommodate
2. Sleeping bags - request these from homeless section in council or from Inner City Helping Homelessness if no accommodation is offered by council.
3. Contact Local TDs and Councillors
4. If further help required contact the Irish Housing Network

### **What to do next if facing sleeping on the streets:**

1. If you are sleeping rough in Dublin tonight or are about to become homeless, please contact the Housing First Intake Team who may be able to help you. Tel: 086 813 9015 from 9am-11pm, 7 days a week.
2. Contact Inner City Helping Homeless
3. Contact A Lending Hand - search for them on Facebook
4. If further help required contact the Irish Housing Network

### **What to do next to get out of emergency Accommodation:**

1. Apply for RAS scheme and HAP schemes
2. Contact Voluntary Housing bodies
3. Contact all supports – doctors, schools, any services you may be linked in with to get supporting letters of your current situation.
4. Keep all communication organised and try to have all contact in writing and follow every phone call up with a letter or email.
5. If further help required contact the Irish Housing Network

The **Irish Housing Network** is a grassroots community based housing group. We are connected with support groups run by those affected with by housing issues. These groups share advice and are peer-led for support.

Contacts:

**Aisling Hedderman: 087 7140546**

**Eoin Donegan: 085 2303910**

**Niamh Mc Donald: 087 3468722.**

email [irishhousingnetwork@gmail.com](mailto:irishhousingnetwork@gmail.com)

search 'Irish Housing Network' on Facebook.

