

## Visiting Tenancy Support Service

We continue to provide practical support for all types of tenancies through our Visiting Tenancy Support service. This can include:

- ➔ Helping people to stay in their homes.
- ➔ Helping people with money management and entitlements.
- ➔ Linking people with appropriate services in their community. These might include educational, health or legal supports.
- ➔ Providing someone to speak or act on your behalf, if needed.

We provide ongoing visiting support to help people to look at any issues with their tenancies and take action to deal with them.

*We always work with the values of Dublin Simon Community in mind.*

These are:

- Community
- Respect and Empowerment
- Excellence and Innovation
- Accountability and Integrity

## How You Can Link In With Us

### Local Drop-In Clinics

We see callers face to face in our locally based clinics (see locations on the reverse of this leaflet). We can discuss your concerns with you and try help you decide how best to deal with them.

### By Telephone or Email

You can contact us using the details on this flyer. We will be happy to discuss your issue and give advice or information.

### Referral for Visiting Support

You can self refer or be put in touch with us by Dublin City Council, your key-worker or a service that is helping you.

## Contact Details

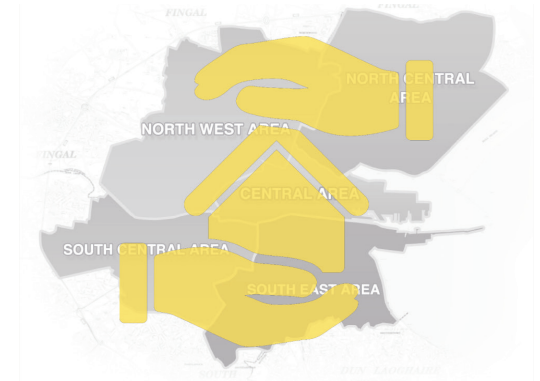


Telephone: 01 635 4888  
Email: [prevention@dubsimon.ie](mailto:prevention@dubsimon.ie)  
Our office is open 9am - 5pm  
Monday to Friday  
Our office is closed  
on Bank Holidays.



## Tenant Information and Support Service

*Community based, drop-in clinics and visiting support*



Provided and funded by Dublin City Council and the Department of Housing, Planning and Local Government



Comhairle Cathrach  
Bhaile Átha Cliath  
**Dublin City Council**



An Roinn Tithíochta, Pleanála agus Rialtais Áitiúil  
Department of Housing, Planning and Local Government

## Welcome To The Service

*The Tenant Information and Support Service is provided by Dublin Simon Community on behalf of Dublin City Council. We support people to remain in their homes and stay in their community.*

*Our aim is to give people the advice and support they need as early as possible in their local community.*

## Who We Work With

Working in your local community, the Tenant Information and Support Service will provide advice if you are a tenant in private rented accommodation and have concerns about:

- Losing your home
- Rent arrears
- The standard of your rented accommodation
- Unsuitable living arrangements
- Difficulties managing your home
- Your housing rights

## Where You Will Find Us

We work by area. We have staff based in each Dublin City Council area:

- Darndale (North Central)
- Finglas (North West)
- Wood Quay (Central)
- Ballyfermot (South Central)
- Crumlin (South Central)
- Aungier Street (South East)

## Drop-In Clinics (See Map Below)

We provide advice and information in our local drop-in clinics on a range of issues, such as:

- ✓ Tenant Rights and Responsibilities
- ✓ Housing Standards
- ✓ Landlord Disputes
- ✓ Entitlements
- ✓ Housing Options

