

Our public counter services are open and are working on an **appointment only** basis.

We encourage you to contact us by telephone, email or online, and to visit our offices and public counters only when necessary.

**To make an appointment for a particular service, please see contact details below:**

<b><u>Service</u></b>	<b><u>Email</u></b>	<b><u>Contact Number</u></b>
Housing Rents	<a href="mailto:rents@dublincity.ie">rents@dublincity.ie</a>	(01) 222-2211
Housing Allocations & Transfers	<a href="mailto:allocations@dublincity.ie">allocations@dublincity.ie</a>	(01) 222-2201
HAP	<a href="mailto:hap@dublincity.ie">hap@dublincity.ie</a>	(01) 222-6400
Housing Maintenance	<a href="mailto:maintenance@dublincity.ie">maintenance@dublincity.ie</a>	(01) 222-2191
RAS Landlords	<a href="mailto:ras@dublincity.ie">ras@dublincity.ie</a>	(01) 222-5299
Home Loans & Sales		(01) 222-5449
Home Grants	<a href="mailto:homegrants@dublincity.ie">homegrants@dublincity.ie</a>	(01) 222-2195
Housing Welfare		(01) 222-2233
Licensing Unit	<a href="mailto:casualtrading@dublincity.ie">casualtrading@dublincity.ie</a>	(01) 222-2165
Rates Office	<a href="mailto:ratesoffice@dublincity.ie">ratesoffice@dublincity.ie</a>	
Planning		(01) 222-2149
Customer Services & Cash Office		(01) 222-2222
Central Area Office – Sean McDermott St	<a href="mailto:central.area@dublincity.ie">central.area@dublincity.ie</a>	(01) 222-2248
Central Area Office – Cabra/Glasnevin		(01) 222-7400
North Central Area Office - Coolock	<a href="mailto:north.central@dublincity.ie">north.central@dublincity.ie</a>	(01) 222-8870
North Central Area Office - Darndale		(01) 222-6930/ (01) 222-6940
North Central Area Office - Kilbarrack		(01) 222-8540
North West Area Office - Ballymun	<a href="mailto:northwestarea@dublincity.ie">northwestarea@dublincity.ie</a>	(01) 222-5610
North West Area Office -Finglas	<a href="mailto:northwestarea@dublincity.ie">northwestarea@dublincity.ie</a>	(01) 222-5400
South Central Area Office – Eblana Hse	<a href="mailto:southcentral@dublincity.ie">southcentral@dublincity.ie</a>	(01) 222-5200
South Central Area Office –Ballyfermot	<a href="mailto:ballyfermot@dublincity.ie">ballyfermot@dublincity.ie</a>	(01) 222-4660
South East Area Office	<a href="mailto:southeast@dublincity.ie">southeast@dublincity.ie</a>	(01) 222-2243
South East Area Office – Crumlin	<a href="mailto:crumlinarea@dublincity.ie">crumlinarea@dublincity.ie</a>	(01) 222-5500

Most payments can be made **online** or over the phone on **(01) 222 2222**

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For **Homeless Services**, please phone

**01 222 6944** or **01 222 6977**

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For further information please email

**customerservices@dublincity.ie**

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### **General Data Protection Regulations (GDPR) – Privacy Notice, Public Counter Appointments System**

When booking a public counter appointment with Dublin City Council, your information is collected for the purpose of booking the appointment and in order to communicate with you about the appointment.

Information collected by Dublin City Council for the purposes of booking a public counter appointment is generally limited to your full name, your telephone number and / or your email address. At this time we will also require you to answer some questions related to COVID-19. This is to ensure that customers can access public counter services safely during the current COVID-19 public health emergency and can also be contacted should an issue arise. This requirement will be kept under review in accordance with public health guidance.

The information may be shared internally with other Departments in order to manage customer flow and have an overview of appointments across Dublin City Council Civic Offices at Wood Quay and the Motor Tax Office, Smithfield.

Your information will not be shared with any external person or organisation. Your information will be retained for a period of one year at which time it will be anonymised as part of a record of the provision of services to members of the public by Dublin City Council.