

Refugee Housing Information Document

The following document is designed to assist refugees residing in Ireland with possible queries regarding rental accommodation.

Seeking Accommodation

According to both the 1951 Refugee Convention and the Irish Refugee Act of 1996, refugees are not to be treated any less favourably when it comes to accessing accommodation.

However, such protection as afforded under both the Convention and the Irish Refugee Act does not mean that refugees will not face obstacles in the process of seeking housing.

The provision of rented accommodation is considered as being a service under the Equal Status Acts which prohibits both direct and indirect discrimination on nine grounds. These grounds are:

- Gender
- Race
- Religion
- Age
- Sexual Orientation
- Disability
- Civil Status
- Family Status
- Membership of the Traveller Community

If a refugee suspects that he or she has been discriminated against on the basis of one or a combination of the aforementioned grounds when seeking accommodation, he or she is entitled to, and should avail of, the protection afforded under the Equal Status Acts which expressly prohibit discrimination on these grounds and contact the Irish Human Rights and Equality Commission.

If you are a Convention refugee, have subsidiary protection or leave to remain and have secured private rented accommodation you are able to have the majority of your rent paid for through a rent supplement if you do not possess the means to pay for the rent by yourself.

Once you have found accommodation to rent you should apply to your local Department of Social Protection representative to receive rent supplement. For more information about rent supplement and for further information as to how to obtain it, please visit the Department of Social Welfare's website (www.welfare.ie) or simply click on this [link](#) to see a list of answers to the most frequently asked questions regarding rent supplement.

In certain cases, you may be entitled to assistance with payment of a deposit for rented accommodation under the Supplementary Welfare Allowance Scheme Exceptional Needs Payment. For more information about this payment simply click [here](#).

It is important to note, that as of 1st January 2016, a landlord cannot discriminate against an individual in receipt of any payment under the Social Welfare Acts. Importantly this includes both rent supplement and housing assistance.

In addition, you should register for a place on the waiting list for housing, which can be done by visiting the office of your local authority. Simply click on this [link](#) for a list of Ireland's local authority websites.

[Contact Information for Useful Services](#)

Outlined below are a list of organisations and relevant service providers that provide further information and assistance which may be of help to people seeking rented accommodation.

Citizens Information: Citizen Information centres provide information about public services and entitlements in Ireland. A list of the addresses of these centres can be found on their website.

Website: <http://www.citizensinformation.ie/en/>

Phone: 076 1074000

The phone number provided is for the Citizens Information Phone Service which is contactable from Monday to Friday between the hours of 9am and 8pm.

The Department of Social Protection: The role of the Department of Social Protection is primarily to develop and deliver income supports and activation and employment services.

All that is needed to be known regarding services, information, and contact details for your nearest local social welfare office can be found on the following website:

Website: <http://www.welfare.ie>

Threshold: Threshold is a charity whose stated aim is to secure a right to housing, particularly in the cases of those experiencing problems of poverty and exclusion. Amongst other things, Threshold provide advisory and advocacy services and are open Monday to Friday between the hours of 9.30am to 5.30am.

Website: <http://www.threshold.ie/>

Phone: 01 6786096

FLAC: FLAC is an independent human rights organisation which provides advice and information to assist people to understand and access their legal rights. FLAC provides free and confidential legal information and advice to the public.

Website: <http://www.flac.ie/>

Phone: 1890 350250 or 01 8745690.

The phone numbers provided are for FLAC's main office which is open Monday to Thursday from 9am to 5.30pm and Friday from 9am to 5pm.