



**Comhairle Contae Mhuineacháin
Monaghan County Council**

Homeless Service Procedure



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Abbreviations

AHB – Approved Housing Body

DSP - Department of Social Protection

IPS – Irish Prison Service

HAP – Housing Assistance Payment

HAT – Homeless Action Team

HSE – Health Service Executive

MABS - Money Advice and Budgeting Service

PASS – Pathway Accommodation and Support System

RAS – Rental Accommodation Scheme

RTB - Residential Tenancies Board

SHS – Social Housing Supports



Introduction

The following procedure has been developed to outline the service provided by Monaghan County Council, hereinafter referred to as The Council, to those presenting as homeless within County Monaghan, this service is operated from the County Offices, The Glen, Monaghan.

Legislation

The Council's Homeless Services operate under the provisions outlined in the following legislation, strategies and plans;

- Housing Act 1988, Section 2 & 10
- Housing (Miscellaneous provisions) Act 2009
- Housing First National Implementation Plan 2022 – 2026
- Housing for All – a New Housing Plan for Ireland (2021)
- Youth Homelessness Strategy 2023 - 2025
- North East Region Homeless Action Plan 2024-2026

Definition of Homelessness

Section 2 of the Housing Act 1988 states:

A person shall be regarded by a housing authority as being homeless for the purposes of this Act if—

(a) there is no accommodation available which, in the opinion of the authority, he, together with any other person who normally resides with him or who might reasonably be expected to reside with him, can reasonably occupy or remain in occupation of,

or

(b) he is living in a hospital, county home, night shelter or other such institution, and is so living because he has no accommodation of the kind referred to in paragraph (a),

and

he is, in the opinion of the authority, unable to provide accommodation from his own resources.



Overview

The Council's Homeless Service works to prevent people becoming homeless where possible and provides support to those who experience homelessness.

The Council are committed to delivering an effective and holistic service to achieve best possible outcomes and have assigned dedicated resources by way of a Social Worker, Homeless HAP Place Finder and Tenancy Sustainment Officer.

In executing their responsibilities under the legislation, strategies and plans previously listed The Council are at all times cognisant of the six primary objectives and areas of priority identified in the North East Homeless Action Plan 2024-2026;

1. Prevention of homelessness.
2. Protection of service users (i.e. through emergency, accommodation and support services).
3. Maximise progression from homeless services (i.e. progress service users to longer term/permanent accommodation).
4. Oversight and governance.
5. Enhance and expand multi agency approach to homelessness.
6. Public sector duty

Contact Details

The Council's Homeless Service can be contacted in person, by phone or by email.

Address: County Offices, The Glen, Monaghan, H18 YT50

Phone: 047 74729

Email: homeless@monaghancoco.ie

Out of Hours

There are no out of hours services available within County Monaghan, the Emergency Services are contactable should an individual or family require information or support outside of normal business hours or over weekends.



Prevention of Homelessness

The primary goal of The Council is prevention of homelessness where a risk of homelessness has been identified. This goal is supported through the co-ordination of Monaghan's Homeless Action Team (HAT) and provision of support from Focus Ireland's Tenancy Sustainment Officer and The Council's Homeless HAP Place Finder. Early intervention measures provided to people at risk of homelessness are aimed at sustaining existing tenancies or diverting the household from experiencing homelessness. Examples of early intervention include but, are not limited to;

- Assisting with engagement strategies for households in rent arrears.
- Providing guidance on additional support services available such as the Residential Tenancies Board (RTB), Threshold, Money Advice and Budgeting Service (MABS), Department of Social Protection (DSP).
- Support of vulnerable groups through engagement with service providers such as HSE, TUSLA and IPS.
- Supporting households with submission of their application for Social Housing Supports (SHS).
- Supporting households with their search for private rented accommodation and accessing the Housing Assistance Payment Scheme (HAP).

Homeless Action Team

A Homeless Action Team (HAT) was established in Co Monaghan and provides a forum for a multi-disciplinary, inter-agency team approach to addressing homelessness within the county.

Focus Ireland Tenancy Sustainment

Focus Ireland provide Tenancy Sustainment and Support Services across County Monaghan. The core services are to provide support to households who are homeless or at risk of becoming homeless in order to assist them to occupy or continue to occupy their accommodation and progress from homelessness or potential homelessness towards independent sustainable living.

The key aims of Focus Ireland's role with Monaghan County Council is to make tenancy support and settlement services available to referred service users by responding to their situations quickly, openly and with actions that are relevant and practicable.



Homeless Presentation and Assessment

Anyone wishing to have a homeless assessment completed must present in person to Monaghan County Council, The Glen, Monaghan, H18 YT50 during the following hours;

- Monday – Thursday: 9.15am -1.00pm and 2pm – 4pm
- Friday: 9.15am -1.00pm and 2pm – 3pm

Where possible it is advisable to contact The Council in advance to arrange an appointment. In the event that a member of staff is unavailable at the time of presentation, alternative arrangements will be made for a later time.

**** Note** – Where it is the opinion of The Council that conducting a homeless assessment or meeting is not in the best interest of the household or The Council staff for reasons such as, but not limited to, intoxication, illness, aggressive behaviour, or language barriers the assessment / meeting will be ceased and an alternative appointment arranged if appropriate.

Upon presentation to the Council, households may be offered support appropriate to their needs. Eligibility and suitability for homeless service supports will be determined through a detailed assessment guided by Section 2 of the Housing Act 1988. The details obtained during this assessment will influence the level and type of support suitable to address the households needs. These details will also be recorded on the national Pathway Accommodation and Support System (PASS) which is a shared system utilised by all local authorities and homeless service providers in Ireland.

A homeless assessment involves;

- Establishing accommodation history;
- Establishing reason for homelessness;
- Establishing eligibility for homeless service supports and/or emergency accommodation;
- Establishing support needs, if any;
- Establishing if the household is registered or eligible to register with a local authority for social housing support.

Persons presenting as homeless must:

- Demonstrate that their permanent place of residence is County Monaghan or demonstrate a local connection to County Monaghan.
- Have received permission to remain in Ireland and hold a valid Stamp 4.



Where it cannot be demonstrated that Monaghan is the permanent place of residence or if a local connection cannot be established, The Council will follow the *Protocol for Homeless Presentations between Local Authorities (October 2025)*.

When presenting to The Council, the following documents must be provided;

- Photo ID (for example driver's license, passport, GNIB card)
- Proof of income and bank statement (for example recent payslips and Statement of Liability, if in employment or, 52 weeks Statement of Social Welfare)
- Proof of last permanent address (for example tenancy agreement / utility bill)
- Proof of homelessness (for example Notice of Termination, statutory declaration, validation letter of Notice from Threshold or court order).

Provision of False/Misleading Information or Withholding of Information

Where a household knowingly withholds information or provides false or misleading information that is material to their Homeless Assessment, the Council in its absolute discretion shall have the right to:

- Suspend the commencement of their Homeless Assessment pending further investigation into the household's circumstances.
- Revoke the provision of Emergency Accommodation where new information emerges.
- Request a review of the household's eligibility for Social Housing Supports.

In determining the appropriate action, the Council will take into account the nature and extent of the false, misleading, or omitted information and the impact such information may have or may have had on decisions relating to the household's Homeless Assessment, eligibility for services, and/or access to accommodation options.

Where a household is deemed as ineligible for Homeless Service Supports with Monaghan County Council, every effort will be made to direct them to the appropriate support and services to meet their specific needs.

Homeless Referrals from Community Agencies

Referrals from other organisations such as HSE, TUSLA Child and Family Agency and Irish Prison Service (IPS) must be made in advance of a discharge/release date being set and must be conducted in line with the relevant national and local policies.



Juvenile Homeless Presentations

If the individual presenting as homeless or at risk of homelessness is under the age of 18 it is the responsibility of TUSLA Child and Family Agency to respond to their needs, The Council will assist with linking the juvenile to local TUSLA services.

Emergency Accommodation

The Council may use third party accommodation providers for the provision of homeless accommodation. These providers have a range of accommodation settings to meet the needs of service users including mixed hostel, family hubs, single occupancy units and multiple occupancy units.

Conditions for Placement in Emergency Accommodation

To be considered for emergency accommodation The Council will take the following into consideration;

- There is no accommodation available where the household could reasonably be expected to reside.
- They had exhausted all other accommodation options.
- They have not been evicted from previous accommodation due to anti-social behaviour.
- They have not abandoned a tenancy due to non-payment of rent.
- They do not hold any arrears with The Council, an Approved Housing Body (AHB) or the HAP Shared Services Centre.

Where provision of emergency accommodation had been deemed appropriate each household will be required to sign an Emergency Accommodation Agreement ([Appendix 1](#)) which outlines the conditions of their placement.

Exiting Emergency Accommodation

Provision of Emergency Accommodation is a temporary, short-term measure, put in place to address the initial state of emergency. It is imperative that service users make a sustained effort to exit emergency accommodation at the earliest possible opportunity and maintain a regular line of communication with The Council.

The Council are committed to supporting and enabling all homeless service users to identifying pathways to exit emergency accommodation and make a planned move to more sustainable long-term accommodation.



The Council works with private landlords through the services of the Homeless HAP Place Finder, AHB's and the Housing Allocations team to secure accommodation for homeless households.

In addition The Council also take due regard of the assessed housing needs of homeless households when developing the housing delivery action plan for the county.

Homeless Hap Place Finder

The Council offers a Homeless HAP Place Finder service to focus on transitioning households from homeless services into the private rented sector under the HAP scheme. The Homeless HAP Place Finder service includes support to source accommodation and financial assistance to secure the accommodation as outlined in Section 10 of the Housing Act 1988 and the Homeless HAP scheme.

Service users must make themselves available to engage with the Homeless HAP Place Finder to develop and implement their exit plan.

Termination of Emergency Accommodation placement

Provision of emergency accommodation by The Council will cease in the event that any of the following situations arise;

- The service user does not adhere to the conditions of the Emergency Accommodation Agreement ([Appendix 1](#)).
- The service user fails to engage with the supports provided, including but not limited to the Homeless HAP Place Finder and Tenancy Sustainment Officer.
- The service user refuses a reasonable offer of accommodation such as alternative Temporary Emergency Accommodation, RAS, HAP, Leasing, AHB Accommodation, Local Authority Accommodation. Where possible offers of accommodation will be in the areas of choice specified in the Social Housing Application form, however, in the event that there is no suitable accommodation available offers may be made outside the areas of choice.
- The service user fails to submit an application for Social Housing Supports within an agreed timeframe.
- Upon further investigation it is deemed that the service user no longer qualifies for emergency accommodation.

If emergency accommodation is withdrawn due to breaches of the Emergency Accommodation Agreement, or due to failure to comply with the Service Providers rules or due to any of the reasons listed above no alternative accommodation will be provided.



Breach of Agreement - Warning Process

In the event that a breach of the Emergency Accommodation Agreement or the Service Providers rules takes place the service user will be issued with one verbal warning, should a second breach take place within any period of time a written warning will be issued. Any further breaches will result in an immediate termination of services and removal from the Emergency Accommodation.

Should a serious breach of the Emergency Accommodation Agreement or the Service Providers rules take place it may be appropriate that immediate action is taken by way of removal from the Emergency Accommodation, such action would be required for the safety and welfare of other service users, staff or the general public. In such an instance it may not be possible to provide verbal and written warnings.

Social Housing Support Privacy Notice

Data Protection Acts 1988 -2018 (as amended) and the General Data Protection Regulations (GDPR) **Social Housing Needs Assessment – Update of Details** **Privacy Notice**

Background

The purpose of this notification is to set out some information regarding the collection and processing of your information by Monaghan County Council. During the course of our activities we will collect, store and process personal data about our service users. Monaghan County Council is the data controller in respect of this data. Monaghan County Council creates, collects and processes a significant amount of 'personal data' and 'sensitive personal data' in various multiple formats daily. Our commitment is to ensure that the personal data supplied is:

- Obtained lawfully, fairly and in a transparent manner
- Collected for only specified, explicit and legitimate purposes,
- Adequate, relevant and limited to what is necessary for the purpose for which it was obtained,
- Recorded, stored accurately and where necessary kept up to date,
- Kept for no longer that is necessary, and, in a form, which permits identification of the data subject,
- Processed in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing of the data.



For full details of the collection, processing and sharing of your personal data by us and your rights in this regard, please see our full Privacy Notice on the website, www.monaghan.ie.

What data we collect and process

The types of personal data that we will collect, and process includes your

- Name, Address, Eircode, Date of Birth, Telephone Number, Email address, PPSN
- County of Birth, Photographic Identification, Birth Certificates for All Household Members
- Proof of Current Address for both spouse /partner
- Usual Language Spoken, Citizenship Status, Proof of Citizenship or leave to remain in Ireland, Date of Entry to Ireland.
- Employment details, Weekly income details, All Other Income Details including Maintenance payments.
- Details of other household Members including Children, Court Order, Child Custody details
- Marital Status including Marriage Certificates, copy of separation/divorce agreement for both applicant, indication the extend of maintenance being received or paid by the applicant, the circumstances under which the maintenance payments can cease, that no onerous conditions exist. If there is no agreement, a letter from the Applicants Solicitor must be included with the application confirming that there is no formal separation agreement, that there are no court proceedings pending under the family law legislation, the position in relation to maintenance and other payments.
- Basis of Applications to Monaghan County Council, Current Accommodation, Accommodation history, Landlord details including Rent Book/Rent agreement
- Information on other properties/lands, Information from the office of Revenue Commissioners re HPL1 Form to indicate tax relief of previous Home Owners
- Public Order Offences and other information relating to squatting etc.
- Housing Requirements, Areas of choice
- If previously a tenant of another Local authority details of tenancy must be provided including reason for leaving, arrears
- Medical or Disability details, Occupational Therapist report in respect of specific accommodation requirements
- Declaration that all information is correct including consenting to Monaghan County Council to make enquiries it considers necessary to verify details.
- Separation/Divorce Details, legal documentation
- Court Order/Custody documentation

The following Special Category Personal Data is also collected –

Health

Why do we collect this personal data?



We collect and process this information in order to manage and administer the relationship between you and us for the purpose of processing your Social Housing Support update of details.

Lawfulness of processing

We process this personal data Under Article (6)(1)(e) of GDPR. In the exercise of official authority vested in us as the controller under the Housing Acts 1966-2014 and Regulations as Amended

We process your Special Category Personal Data

where necessary and proportionate for the performance of the Statutory Function conferred on us under the Housing Acts 1966 – 2014

Sharing of Personal Data

We may share your Personal Data with selected third parties, including for example Department of Housing, Planning and Local Government, Revenue, Occupational Therapists, The Criminal assets Bureau, An Garda Síochána, The Department for Social Protection, the Health Service Executive or an approved Housing Body, other Local Authorities, Legal Advice from Solicitors, Voluntary Housing Bodies and other government agencies, where required to do so by law. We may also share your data with other Local Authorities, suppliers and other third parties who assist us in fulfilling our functions. Further information regarding the sharing of your personal data can be found in our Privacy Notice which is available on www.monaghan.ie.

If you have any questions regarding our processing of your Personal Data, our Data Protection Officer can be contacted

by email: dataprotectionofficer@monaghancoco.ie

by phone (047)73765

Postal Address: Monaghan County Council, County Offices, The Glen, Monaghan, H18 YT50

Procedure Review

This procedure document will be reviewed by the Homeless Team on a yearly basis or in the event of a significant change to applicable legislation.



Appendices

Appendix 1



Acmhainní Daonna
Human Resources
047 30586

Airgeadas
Finance
047 30589

Na Boithre
Roads
047 30597

Clár na dToghthóirí
Register of Electors
047 30551

Comhshaol
Environment
042 9661240

Na hEalaíona
Arts
047 38162

Iasachtaí /Deontais Tithíochta
Housing Loans/Grants
047 30527

Leabharlann an Chontae
County Library
047 74700

Mótarcháin
Motor Tax
047 81175

Músaem an Chontae
County Museum
047 82928

Pleanáil
Planning
047 30532

Pobal
Community
047 73719

Rialú Dóiteáin/Foirgnimh
Fire/Building Control
047 30521

Oifig Fiontair Áitiúil
Local Enterprise Office
047 71818

Seirbhísí Uisce
Water Services
047 73769

Comhairle Contae Mhuineacháin Monaghan County Council

Emergency Accommodation Agreement

This agreement relates to:

Service User 1 Name: _____

Service User 2 Name: _____

Monaghan County Council's provision of temporary Emergency Accommodation to you is based on strict conditions which will be assessed, determined, and reviewed on a day-by-day basis. Monaghan County Council may move you from one accommodation to another, as the need arises, including out of county. Monaghan County Council also reserves the right to withdraw this Emergency Accommodation in certain circumstances or should any of the below conditions be breached:

Strict conditions:

- You are required to use the accommodation offered. Failure to use the accommodation for one night will result in the council withdrawing it and alternative accommodation will not be offered.
- No smoking within the Emergency Accommodation.
- Under no circumstances should illegal substances be stored or consumed in or near Emergency Accommodation.
- There are no pets allowed to enter the Emergency Accommodation at any time.
- The Emergency Accommodation is for you and for you alone, no other person or persons are permitted to reside with you.
- Engaging in any kind of Anti-Social Behaviour is not permitted.
- Engaging in any violent or intimidating behaviour or harassing other resident's, visitors or members of the public will not be tolerated.
- Causing a nuisance or annoyance, making unnecessary noise thus affecting or impacting on any other residents/ proprietor/ visitors or members of the public is not tolerated.
- Children must not be left unattended in your room or unsupervised in communal spaces under any circumstances.
- You are required to comply with the House Rules of the establishment in which you are placed, this may include a ban on bring alcohol onto, or consuming alcohol within the premises.
- You are fully responsible for taking reasonable care of the accommodation, including keeping the accommodation clean and to the same standard as when you first entered it.
- Causing damage to furniture, fittings, white goods and or any equipment in the accommodation or any part of the premises. Monaghan County Council will issue you with the cost of damages to be repaid if such incidents occur.
- Shall not park car/ bicycle or any other form of transport on roadway or adjoining premises in a manner that will interfere with road users, the public or other residents.
- Shall not impede in any way and must co-operate fully with visits or inspections from Monaghan County Council Staff.
- Some of the of temporary Emergency Accommodation utilised by Monaghan County Council may use CCTV within their facilities, you must not interfere with this equipment under any circumstances.

Version: 2025-01

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Comhairle Contae Mhuineacháin, Oifig an Chontae, An Gleann, Mhuineachán, Éire.
Monaghan County Council, Council Offices, The Glen, Monaghan, Ireland, H18 YT50.

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Comhairle Contae Mhuineacháin Monaghan County Council

Acmhainní Daonna
Human Resources
047 30586

Airgeadas
Finance
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Na Bóithre
Roads
047 30597

Clár na dToghthóirí
Register of Electors
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042 9661240

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Fire/Building Control
047 30521

Oifig Fiontair Áitiúil
Local Enterprise Office
047 71818

Seirbhísí Uisce
Water Services
047 73769

This Emergency Accommodation is **strictly temporary**, and it is your responsibility to use this time to search for Private Rented Accommodation or arrange alternative accommodation. It will be expected that you provide evidence of your active search for Private Rented Accommodation. This should be logged in a diary or notebook and must be available for review and discussion with Monaghan County Council representatives.

Active participation with Monaghan County Councils Homeless Services Team will be deemed an important part of your engagement with homeless services. With their support you will be required to develop your exit plan, out of Homelessness.

Exit from Homeless Services is to private rented accommodation/HAP or in exceptional circumstances Local Authority Housing or Approved Housing Bodies and any refusal of same or disengagement will result in the withdrawal of homeless services and accommodation.

You will be charged a contribution for the use of this accommodation as per S.10 of the Housing Act. **You are responsible to ensure the contribution is paid weekly.**

When paying you can,

☐ Present in person to the council's Cash Desk or contact the Cash Desk on, 047 30500. Please provide the rent account number when paying. Account Number: 812882.

Or

☐ You are required to pay this contribution directly to the accommodation provider on the terms specified by them.

Contribution payable by you is: € _____ ☐ Daily ☐ Weekly

I confirm that I fully understand the conditions of the temporary Emergency Accommodation which has been provided to me and I take full responsibility for my actions and decisions while availing of this accommodation.

I understand and agree that the Emergency Accommodation will be withdrawn from me should I fail to pay the above contribution or if I breach any conditions outlined in this agreement.

Signed: _____
(Service User 1)

Signed: _____
(Service User 2)

Date: _____

Date: _____

Signed: _____
(Monaghan County Council Officer)

Date: _____

Version: 2025-01

Fóillíonn an tUdarás Áitiúil roimh chomhfhreagras i nGaeilge

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Comhairle Contae Mhuineacháin, Oifig an Chontae, An Gleann, Mhuineachán, Éire.
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