

Essential information

This information can help you plan your options if you have to leave home in an emergency.

Getting Help

Help from the Housing Executive and social services.

If you are aged 16 or 17, homeless and have been in care (for 13 weeks or more since the age of 14 and for some time since your 16th birthday), you are more likely to get help from social services than the Housing Executive. Social services will have to find somewhere for you to live and can also provide financial support.

If you are aged 16 or over and homeless, or are likely to become homeless within 28 days, the Housing Executive has to accept a

homeless application from you. If they won't let you make an application, you should ask for written reasons why and get help immediately by contacting Housing Rights Service.

If you are aged 18 to 21, homeless and have been in care (for 13 weeks or more since the age of 14 and for some time while you were aged 16 to 17), you can get help from social services and the Housing Executive. They have to work together to provide whatever help you need. If they try and refer you to each other, get help immediately by ringing Housing Rights Service on the number below.

TIP!

REMEMBER being homeless does not mean that you are sleeping on the streets. It means you don't have a home. You can be staying with friends, living in a hostel, or be too scared to go home and still be homeless.

Handy numbers

If you need help and advice, don't be afraid to call one of these numbers. After calling, you will often be directed towards someone you can meet face-to-face, who can help you sort out your problems.

Childline (free, 24-hour)
0800 1111

Housing Rights Service
(9.30am - 1.30pm Monday - Friday)
028 9024 5640

Shelter's free housing advice helpline
(8am - midnight)
0808 800 4444

NSPCC child protection helpline
(free, 24-hour)
0808 800 5000

Samaritans (free, 24-hour)
08457 90 90 90

Runaway helpline (free, 24-hours)
for people aged 17 and under
0808 800 70 70

Message home helpline (free, 24-hours)
For people aged 18 and over
0808 700 740

These numbers may not be free from a mobile phone, so you may have to try using a landline first.