

Visual Guide

Housing Counter



IRELAND'S **AUTISM** CHARITY

Read online: www.sdcc.ie

My visit to South Dublin County Council's Housing Counter

This guide will help me know what to expect when visiting South Dublin County Council's Housing Counter.

What is the SDCC Housing Counter?

The SDCC Housing Counter is a public office for people who need help with or information about SDCC housing.

You can get information about issues such as:

- Disabled Persons Grants (DPG)
- Housing Assistance Payment (HAP)
- Housing Allocations
- Housing Welfare
- Medical Assessments
- Private Grants
- Rent



County Hall main entrance (beside County Library)

Where is the SDCC Housing Counter?

- The Housing Counter is in County Hall, Tallaght
- The entrance to the office is on Belgard Road
- There is ramped and stepped access into the office



Entrance to SDCC Housing Counter



Entrance to SDCC Housing Counter

How can I travel to the SDCC Housing Counter?

I can travel by bus, Luas, or car.

Bus routes: Routes 27, S6, and 132 stop nearby. Other bus routes also serve the area.

Luas: Take the Red Line, get off at The Square, Tallaght. There is a 5 minute walk to County Hall from the Luas stop.

Driving: Exit the M50 at Tallaght. Follow signs for County Hall.



Directions to County Hall

Accessible and Age Friendly Parking

There is a car park in front of County Hall. Parking is first come, first served. Some areas are reserved for staff or Councillors and may be blocked off with a cone. This means I can't park there.

- There are 8 accessible parking spaces for people with disabilities. I need a Disabled Person's Parking Permit to park here.
- There are 2 Age Friendly spaces. These are honorary bays for older people (aged over 55). I do not need a special sticker or permit to park in Age Friendly spaces.
- Security staff in the car park can show me where to park.
- I can also park in The Square shopping centre, a 5-minute walk from County Hall.



Accessible and Age Friendly parking bays



County Hall car park

What are the SDCC Housing Counter opening times?

The SDCC Housing Counter is open for walk-in visits
Monday to Friday from:

9:30am – 12:00pm

2:00pm – 4:00pm

Staff may make an appointment to meet me at another time, if needed.

How do I access the office?

- I walk up to the automatic door.
- I enter a small reception area.
- I speak to the porter behind the window.
- The porter asks why I am visiting today.
- I receive a numbered ticket.
- The porter shows me where to go next.



Porters desk in Housing Counter reception area

What do I do after I get my ticket?

- I go through the next automatic door into the main office

1



Entrance to Housing Counter waiting area

- I sit on the bench in the waiting area.
- I watch and listen for my number to be called

2



Housing Counter waiting area

- When my number is called, I go to one of the counters.
- I talk to a staff member about why I am here today.

3



Housing Counter information desks

Can I use my phone while in the waiting area?

- No, phones are not allowed in this area.
- This is to protect other people's privacy.

What if I need more privacy?

- I can ask to speak to someone in Room B.
- This is a quieter and more private space.



Room B, Housing Counter



Room B, Housing Counter

What if the staff member cannot help me?

- They will help find the right staff member.
- An appointment will be made for me to meet the right staff member at another time.

Can I bring children with me?

Children are welcome. They can read books or use the play area.



Children's area

If I do not want to come in person?

SDCC Housing Services are available online **24 hours a day** through the Housing Online Portal.

- I can phone 01-4149000 for help.
- I can email info@sdblincoco.ie

How do I use online services?

- I can access the services myself online.
- If I need help, I can come into the SDCC Housing Counter, and someone will show me how to use the interactive screens in the office to access SDCC online services.



SDCC Housing Counter Interactive Screens

Toilets

- There are toilets in the SDCC Housing Counter office.
- There is an accessible toilet.
- A staff member can show you the way to the toilets.



Entrance to SDCC Housing Counter toilets

Getting Food or a Drink

- There is a café in County Hall.
- To get to the café I leave the SDCC Housing Counter office and turn right.
- At the end of the building, I turn right again.
- I take the side entrance into County Hall.
- I walk past the reception counter and main entrance doors and take a left.
- I can use this Visual Guide to County Hall.



Side entrance to County Hall



Main entrance doors



County Hall Café

If I Feel Overwhelmed

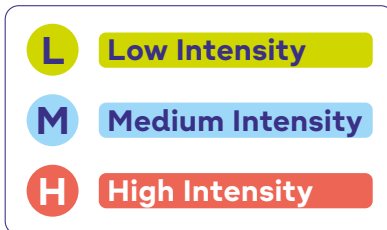
If I feel overwhelmed, I can:

- Move around or stim.
- Leave the room or go outside.
- Visit the library's [Sensory Cubbie](#) (more information is available on their website).
- I do not need to ask for permission to leave.

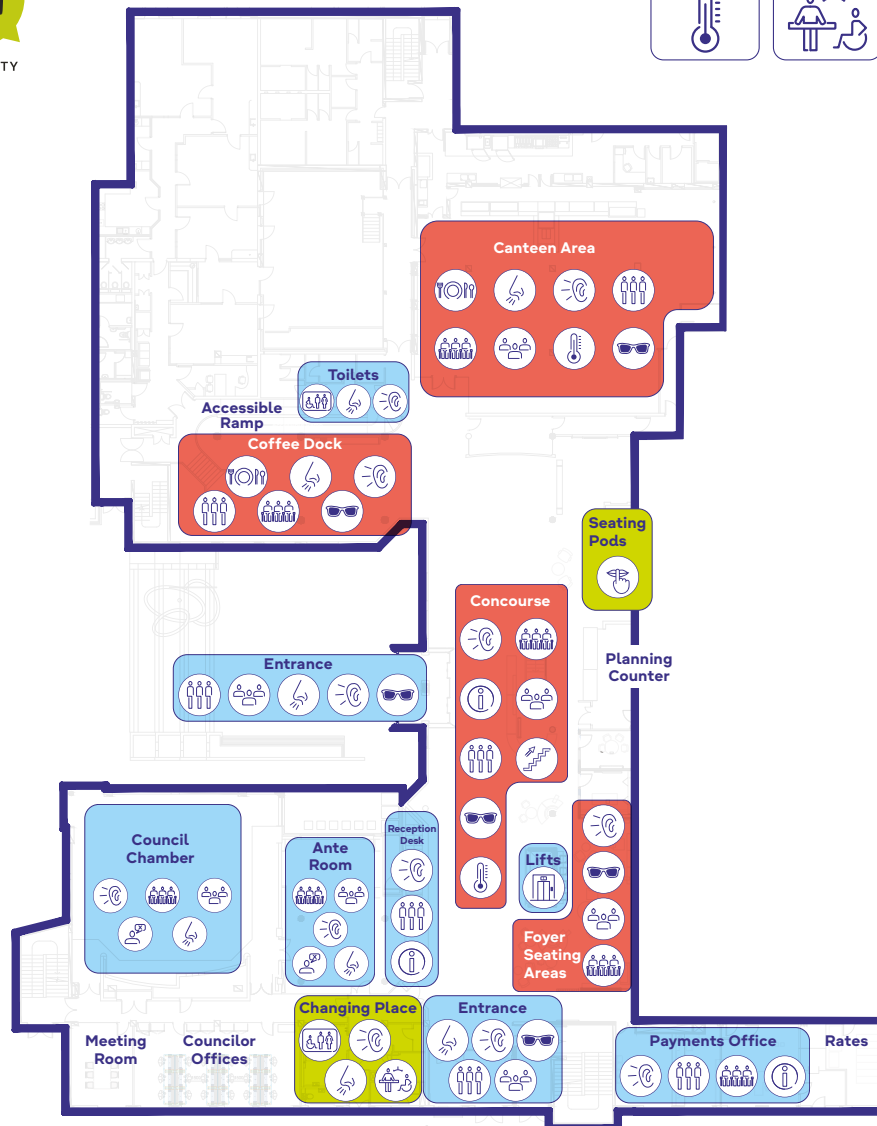
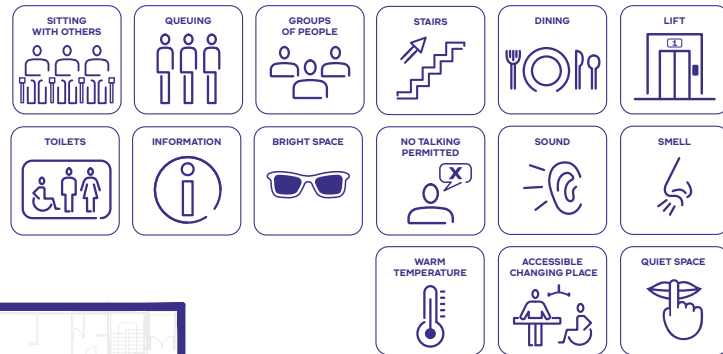
Sensory Environment

- The SDCC Housing Counter can sometimes be busy.
- There may be a queue of people waiting to speak to someone behind the counter.
- This might make the area feel loud.
- I can look at the SDCC Housing Counter sensory map for more information about what to expect.

Sensory Environment Key



Symbol Description Key



*At present scented cleaning products and air fresheners are used in our restrooms

*Our seating pods are not soundproofed but are a calmer, more relaxed seating environment. We can ensure that a seating pod and Sensory Regulation Kit is made available for your visit if you email our Access Office at gmeehan@sdbublincoco.ie. We also have sensory pods available in our County Library which is next door to County Hall.

