

Housing Advice Centre - Newcastle City Council

The Housing Advice Centre gives free confidential advice to anyone experiencing housing difficulties. This includes problems with rent, tenancy or mortgage.

If you need housing advice, are at risk of homelessness or have nowhere to stay, contact the Housing Advice Centre for advice to help you remain in your property or find other accommodation that meets your needs.

Call them Monday to Friday for advice. In an emergency they an out of hours telephone service. If you have nowhere to stay tonight, contact the Housing Advice Centre. If you have nowhere to stay after 5.30pm, at weekends or bank holidays contact the out of hours service for advice.

Last updated: July 20, 2023

Telephone: 0800 1707 008

Telephone note: Homeless and rough sleepers line: Freephone from 8:30am to 12noon and 1pm to 4:30pm on weekdays

Telephone 2: 0800 1707 008

Telephone 2 note: Out of hours (press option 2 for the Operator and ask for the Emergency Homeless Officer)

Website: <https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless>

Email: housingadvicecentre@newcastle.gov.uk

Opening Hours: Telephone and email advice only

Cost: Free

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