

Housing Benefit enquiries at Newcastle City Council

For any enquiries regarding housing benefit, discretionary payments or overpayment please use the [Newcastle City Council](#) website.

You can also register with Newcastle City Council's MyAccount which is a free, interactive and secure online service that allows you to access council tax, housing benefit (including a landlord service) and business rates, 24 hours a day, 7 days a week at www.newcastle.gov.uk/myaccount.

Last updated: December 17, 2025

Telephone: 0191 278 7878

Telephone note: ask for Council Tax

Website: <https://www.newcastle.gov.uk/services/benefits/housing-benefit/housing-benefit-and-council-tax-reduction-useful-forms>

Website 2: <https://www.newcastle.gov.uk/services/council-tax/how-pay-your-council-tax/council-tax-tell-us-about-any-changes>

Opening Hours: The phone lines are open from 8am to 6pm from Monday to Thursday and from 8am to 4.30pm on a Friday. Closed on a Wednesday.

Address:

Benefits Department
Newcastle City Council
Civic Centre
Newcastle upon Tyne
NE1 8QH

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