

Getting advice about your landlord or housing issues

Whether you live in council property, rent from a private landlord, own your own home or live in sheltered accommodation, there are many agencies that can help you to deal with housing problems.

Local Organisations

Shelter North East has specialist advisers who provide free, confidential and expert advice to people who are experiencing housing problems. They can inform you of your legal rights, explain your options and provide advocacy to help you to liaise with landlords, local authority etc. They also offer a Multilingual Service.

Your Homes Newcastle helps YHN tenants to manage their tenancy. They can give advice on which benefits can be claimed, accessing furniture, advice on budgeting and debt and any other problems.

Citizens Advice Newcastle offer free, confidential, impartial and independent advice and information on a wide range of subjects including housing problems.

Northumbria University Student Law Office is a legal advice centre, where law students deal with cases under the supervision of qualified lawyers. They can offer free independent, confidential advice and representation in many areas of law including housing. They can only take on cases during the academic year, which is October to May.

Newcastle Private Rented Service provides free and confidential advice and support to the private housing sector, both landlords and tenants. They advertise properties, check references, and give advice on issues such as disrepair, rent arrears and anti-social behaviour.

Other Useful Information

The Housing Ombudsman Service looks at complaints about registered providers of social housing, for example housing associations, and other landlords, managers and agents. The service is free, independent and impartial.

Local Government Ombudsman looks at complaints about councils and some other authorities. It is a free service. If you have a problems with a council service you should first complain to the council, but if you are still not satisfied, they may be able to help. They can look at complaints about most council services including:

- housing
- planning
- education
- transport
- environmental health
- neighbourhood nuisance and anti-social behaviour
- social care
- council tax
- housing benefit

Appeals and complaints to your local authority – factsheet from Age UK

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Useful Organisations

Citizens Advice Newcastle (CAN)

Website: <http://citizensadvice-newcastle.org.uk>

Telephone: 0191 229 2750

Address: 4th Floor, City Library, NE1 8AX

Shelter North East

Email: shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

Telephone: 0344 515 1601

Address: 140-150 Pilgrim Street, NE1 6TH

Your Homes Newcastle (YHN) Support and Progression team

Email: EUSS@yhn.org.uk

Website: www.yhn.org.uk

Telephone: 0191 277 1190

Address: YHN House, NE7 7LX

Northumbria University Student Law Office

Email: la.studentlawoffice@northumbria.ac.uk

Website: <https://www.northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office/>

Telephone: 0191 227 3909

Address: Northumbria University, NE1 8ST

Newcastle Private Rented Service

Email: privaterentedservice@newcastle.gov.uk

Website: www.privaterentedservice.co.uk

Telephone: 0191 277 1438

Address: Fairer Housing Unit, NE1 8QN

Local Government and Social Care Ombudsman

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Telephone: 0300 061 0614

Address: PO Box 4771, CV4 0EH

The Housing Ombudsman Service

Email: info@housing-ombudsman.org.uk

Website: <http://www.housing-ombudsman.org.uk>

Telephone: 0300 111 3000

Address: Housing Ombudsman Service, L33 7WQ

YHN Housing Services @ East End

Email: eastend@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 278 1566

Address: 83-85 Shields Road, NE6 1DL

YHN Housing Services @ Kenton

Email: northkenton@yhn.org.uk

Website: <https://www.yhn.org.uk/kenton-community-hub>

Telephone: 0191 278 8600

Address: The Kenton Centre, NE3 3QJ

YHN Housing Services @ Outer West

Email: outerwest@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 277 7940

Address: Outer West Customer Service Centre, NE5 2QZ

YHN Housing Services @ Walker

Email: walker@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 278 8455

Address: Walker Centre, NE6 3HR

YHN Housing Services @ West End

Email: westend@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 277 1484

Address: West End Customer Service Centre, NE4 9JH

Kingston Park Neighbourhood Forum

Website: <https://kingstonpkneighbourhoodforum.weebly.com/>

Telephone: 0191 277 1484

Related Articles

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