

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 housing help and support

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.

Newcastle Private Rented Service provides free help and advice to people renting their home from a private landlord. They can help you to resolve problems with your landlord, including problems with paying your rent or eviction. They can help you to find housing that meets the accredited standards. They also help landlords. They advertise properties, check references, and give advice on issues such as disrepair, rent arrears and anti-social behaviour.

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 University Students' Union (NUSU) Student Advice Centre help Newcastle University students and prospective students with finance and housing advice, including contract reviews.

Housing associations in Newcastle

There are many housing providers in Newcastle that you can rent a home from. Contact your housing association for help and support. They can help with problems you may be facing such as **anti social behaviour, applying for benefits, managing your money, debt advice, getting repairs or decorating done.**

[**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.

Other housing providers in Newcastle include:

- [**Anchor**](#)
 - [**Bernicia**](#)
 - [**Byker Community Trust**](#)
 - [**Home Group**](#)
 - [**Housing 21**](#)
 - [**Karbon Homes**](#)
 - [**Johnnie Johnson Housing**](#)
 - [**Methodist Homes Housing Association \(MHA\)**](#)
 - [**Places for People**](#)
 - [**Your Homes Newcastle \(YHN\)**](#)
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Making a complaint

[**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

Last updated: August 18, 2023

Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

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

Telephone: 0808 278 7823

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

Shelter

Email: shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

Telephone: 0808 800 4444

Address: 76-80 Clayton Street, NE1 5PG

Your Homes Newcastle (YHN)

Email: yhn@yhn.org.uk

Website: www.yhn.org.uk

Telephone: 0191 278 8600

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 at Newcastle City Council

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

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/east-end-community-hub>

Telephone: 0191 278 8600

Address: East End Community Hub, NE6 1DL

Kenton Centre: 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/outer-west-community-hub>

Telephone: 0191 278 8600

YHN Housing Services @ Walker

Email: walker@yhn.org.uk

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

Telephone: 0191 278 8600

Address: Your Homes Newcastle, NE7 7LX

YHN Housing Services @ West End

Email: westend@yhn.org.uk

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

Telephone: 0191 278 8600

Address: West End Customer Service Centre, NE4 9JH

Kingston Park Neighbourhood Forum

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

Telephone: 0191 278 8600

Citizens Advice Northumberland

Website: <https://www.citizensadvicenorthumberland.org.uk/>

Telephone: 0800 144 8848

Address: Post Office Chambers, NE63 8RH

Newcastle University Student Union – Student Advice Centre

Email: student-advice-centre@ncl.ac.uk

Website: www.nusu.co.uk/sac

Telephone: 0191 239 3979

Address: Newcastle University Students' Union (NUSU), NE1 8QB

Bernicia

Email: contact@bernicia.com

Telephone: 0344 800 3800

Address: Bernicia HQ, NE63 0XF

Karbon Homes

Email: info@karbonhomes.co.uk

Website: <https://www.karbonhomes.co.uk/>

Telephone: 0808 164 0111

Address: Number Five, NE12 8EG

Methodist Homes Housing Association (MHA)

Website: <https://www.mha.org.uk/>

Telephone: 01332 296200

Address: MHA, DE1 2EQ

Related Articles

[Where to get legal advice](#)

[Security for your home](#)

[Security For Your Vehicle](#)

[Problems with your neighbours](#)

[Housing for older people](#)

[Bogus callers](#)