

Having problems with home maintenance?

If you own or rent your home and you're having problems with repairs, damp, staying warm, electrics, rats, noisy neighbours or more, help is available. Problems may include;

- Damp and mould
- Broken boiler or radiators
- Faulty electrics
- Broken sinks/baths/showers
- Leaking gutters
- Drainage problems
- Problems with rubbish or dog fouling
- Poor doors/windows
- Poor fire precautions
- Noisy neighbours
- Rats or pests

These types of living conditions can cause health problems if left untreated. There are some steps that you can take to help improve your living conditions.

If you own the property

You can pay for help to [maintain your home and grounds](#).

[Collecting clutter \(or hoarding\) can become a problem](#) if it makes it difficult to

- clean your house
 - heat your home
 - maintain or repair your house
 - move around your house
 - or if your belongings pose a fire risk
-

If you rent your house privately

There are a set of housing standards which rented properties must meet. You should contact your landlord to report any problems with your house, however if you have difficulties with this there is help available.

[Public Safety and Regulation at Newcastle City Council](#) have legal powers to make sure a landlord carries out repairs to a home to keep it in a safe condition. If the work is not carried out

within a certain time limit they can then arrange for a tradesperson and charge the landlord for the work.

[Housing Advice Centre](#) can give you more information about your rights as a tenant.

If you rent property from the council

The [Housing, Anti-Social Behaviour and Enforcement Team](#) at Your Homes Newcastle can help with repairs and maintenance.

[Housing Advice Centre](#) can give you more information about your rights as a tenant.

Last updated: July 1, 2020

Useful Organisations

Community Health and Social Care Direct – Newcastle City Council

Email: scd@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/health-and-social-care/adult-social-care>

Telephone: 0191 278 8377

Housing, Anti-Social Behaviour and Enforcement Team – YHN (HASBET)

Email: newcastleasbunit@yhn.org.uk

Website: <https://www.yhn.org.uk/i-need-support/report-anti-social-behaviour/who-are-hasbet/>

Telephone: 0191 278 8740

Address: YHN House, NE7 7LX

Envirocall – Newcastle City Council

Website: www.newcastle.gov.uk/envirocall

Telephone: 0191 278 7878

Help for Hoarders

Website: <http://www.helpforhoarders.co.uk/>

Telephone: 0191 278 7878

Public Safety and Regulation – Newcastle City Council

Email: psr@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/environment-and-waste/environmental-health-and-pest-control>

Telephone: 0191 278 7878

Address: Newcastle City Council, NE1 8QH

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/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 277 4360

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

Related Articles

[Vandalism and graffiti](#)

[Getting repairs and decorating done](#)

[Problems with your neighbours](#)

[Help with heating problems and how to pay for them](#)

[Dealing with rubbish and pests](#)

[Help with gardening](#)

[Getting advice about your landlord or housing issues](#)

[How to pay for adaptations to your home](#)

[Housing for older people](#)

[The practicalities of moving home](#)