

## 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.

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### 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
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### 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.

[Newcastle Private Rented Service](#) can help you resolve problems with your landlord or find a home that meets Newcastle Housing accreditation standards.

[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.

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## **If you rent property from the council**

The [Safe living Team \(formerly known as HASBET – Housing, Anti-Social Behaviour and Enforcement Team\)](#) at Newcastle City Council can help with some home maintenance issues.

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

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## **Housing associations or social housing providers**

Speak to your housing association or provider. Local housing associations include:

- [Anchor](#)
- [Bernicia](#)
- [Byker Community Trust](#)
- [Castles to Coasts](#)
- [Home Group](#)
- [Housing 21](#)
- [Karbon Homes](#)
- [Johnnie Johnson Housing](#)
- [Leazes Homes](#)
- [Methodist Homes Housing Association \(MHA\)](#)
- [Places for People](#)
- [Railway Housing Association](#)
- [Riverside Housing](#)

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## **Useful Organisations**

### **Adult Social CarePoint at Newcastle City Council**

**Email:** [ASCP@newcastle.gov.uk](mailto:ASCP@newcastle.gov.uk)

**Website:** <http://www.newcastle.gov.uk/AdultSocialCare>

**Telephone:** 0191 278 7878

**Address:** Adult Social CarePoint Newcastle City Council, NE4 9LU

## **Safe Living Team (Newcastle Council Housing)**

**Email:** safeliving@newcastle.gov.uk

**Website:** <https://new.newcastle.gov.uk/housing/council-housing/services-council-housing-customers/anti-social-behaviour>

**Telephone:** 0191 278 7878

**Address:** Newcastle City Council, NE7 7LX

## **Your Local Services at Newcastle City Council**

**Website:** [www.newcastle.gov.uk/envirocall](http://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

## **NCC Housing Services @ East End**

**Email:** eastend@yhn.org.uk

**Website:** [www.newcastle.gov.uk/housing](http://www.newcastle.gov.uk/housing)

**Telephone:** 0191 278 7878

**Address:** NCC Housing Services East End Community Hub, NE6 1DL

## **NCC Housing Services @ Kenton**

**Email:** northkenton@newcastle.gov.uk

**Website:** [www.newcastle.gov.uk/housing](http://www.newcastle.gov.uk/housing)

**Telephone:** 0191 278 7878

**Address:** Newcastle Council Housing Services , NE3 3QJ

## **NCC Housing Services @ Outer West**

**Email:** outerwest@newcastle.gov.uk

**Website:** [www.newcastle.gov.uk/housing](http://www.newcastle.gov.uk/housing)

**Telephone:** 0191 278 7878

## **NCC Housing Services @ Walker**

**Email:** walker@newcastle.gov.uk

**Website:** [www.newcastle.gov.uk](http://www.newcastle.gov.uk)

**Telephone:** 0191 278 7878

## **NCC Housing Services @ West End**

**Email:** westend@newcastle.gov.uk

**Website:** [www.newcastle.gov.uk/housing](http://www.newcastle.gov.uk/housing)

**Telephone:** 0191 278 7878

**Address:** NCC Housing Services West End Customer Service Centre, NE4 9JH

## **Newcastle Private Rented Service at Newcastle City Council**

**Email:** privaterentedservice@newcastle.gov.uk

**Website:** [www.privaterentedservice.co.uk](http://www.privaterentedservice.co.uk)

**Telephone:** 0191 277 1438

**Address:** Fairer Housing Unit, NE1 8QN

## **Anchor**

**Website:** <https://www.anchor.org.uk/>

**Telephone:** 0800 731 2020

## **Bernicia**

**Email:** [contact@bernicia.com](mailto:contact@bernicia.com)

**Website:** <https://www.bernicia.com/>

**Telephone:** 0344 800 3800

**Address:** Bernicia HQ, NE63 0XF

## **Byker Community Trust**

**Email:** [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk)

**Website:** [www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)

**Telephone:** 0800 533 5442

**Address:** 17 Raby Cross, NE6 2FF

## **Home Group**

**Email:** [contactus@homegroup.org.uk](mailto:contactus@homegroup.org.uk)

**Website:** <https://www.homegroup.org.uk/>

**Telephone:** 0345 141 4663

**Address:** One strawberry lane, NE1 4BX

## **Housing 21**

**Email:** [enquiries@housing21.org.uk](mailto:enquiries@housing21.org.uk)

**Website:** <https://www.housing21.org.uk/our-properties/search-our-properties/>

**Telephone:** 0370 192 4000

**Address:** Housing 21 Head Office, B16 8TP

## **Places for People**

**Email:** [central.lettings@placesforpeople.co.uk](mailto:central.lettings@placesforpeople.co.uk)

**Website:** [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

**Telephone:** 01772 667002

**Address:** Places for People, NE1 5JE

## Karbon Homes

**Email:** [info@karbonhomes.co.uk](mailto: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

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## Related Articles

[Vandalism and graffiti](#)

[Getting repairs and decorating done](#)

[Problems with your neighbours](#)

[Help with energy 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](#)

[Practical help to move home](#)