

## Shelter

**Shelter** helps people at risk of homelessness and with housing issues. They give information, advice and support. The national organisation has a webchat service, helpline and online advice open to anyone Monday to Friday.

**Shelter North East** is the local service which provides specialist face to face advice on housing. They have an in-house housing solicitor who can help with issues such as: homelessness, evictions, repossessions and rent arrears. Phone them on [0344 515 1877](tel:0344 515 1877) to make an appointment with the Legal team.

Professionals can email Shelter North East to refer someone they are working with for advice and advocacy with housing or homelessness.

Last updated: November 25, 2025

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**Telephone:** 0808 800 4444

**Telephone note:** Shelter North East

**Telephone 2:** 0344 515 1877

**Telephone 2 note:** Legal support team North East

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

**Helpline:** 0808 800 4444

*National helpline open Monday to Friday 8am to 6pm*

**Email:** [shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

**Twitter:** <https://x.com/Shelter>

**Facebook:** <https://www.facebook.com/ShelterUK/>

**Opening Hours:** National telephone helpline: open Monday to Friday 8am to 6pm. Closed bank holidays

Webchat open: Monday to Friday, 8am to 6pm. Closed bank holidays

Newcastle office hours: Monday to Friday, 9am to 5pm. Closed bank holidays

**Cost:** Free

**Address:**

Shelter North East  
76-80 Clayton Street  
Newcastle upon Tyne  
NE1 5PG

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