Information NOW
Information for people in Newcastle upon Tyne

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 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

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

Helpline: 0808 800 4444

National helpline open Monday to Friday 8am to 6pm
Email: 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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