

Housing Advice Centre - Newcastle City Council

The Housing Advice Centre give free confidential housing advice to people in Newcastle. This may be because you're having problems with your rent, tenancy or mortgage.

If you're at risk of homelessness or have nowhere to stay, contact the Housing Advice Centre for advice. They can help you remain in your property or find other accommodation that meets your needs.

In an emergency, if you have nowhere to stay tonight, contact the Housing Advice Centre. When the HAC is closed you can speak to an out of hours call handler.

Last updated: March 17, 2026

Telephone: 0800 1707 008

Telephone note: Freephone

Website: <https://new.newcastle.gov.uk/housing/homelessness-and-rough-sleeping>

Email: housingadvicecentre@newcastle.gov.uk

Opening Hours: Housing Advice Centre phonenumber open: Monday to Friday 8.30am to 4.30pm
Out of hours team: available Monday to Friday, 4.30pm to 8.30am and 24 hours at weekends and bank holidays

Cost: Free

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