Information NOW
Information for people in Newcastle upon Tyne

Money Matters at Newcastle City Council

Money Matters is Newcastle City Council's specialist debt team. They give debt and money advice to vulnerable people who live in Newcastle upon Tyne.

Depending on your circumstances, Money Matters may be able to help you:

- increase your income and reduce your outgoings
- apply for grant payments if you are eligible for any schemes
- suspend eviction warrants and prevent you from being homeless or refer you to other agencies who can help you find alternative accommodation
- negotiate affordable repayments with your creditors or challenge your debts
- apply to write off your debts through bankruptcy or Debt Relief Order
- deal with court action and to fill out county court forms,
- and/or make referrals to other agencies for further help and support where appropriate

Last updated: February 9, 2026

Telephone: 0800 1707 008

Telephone note: Freephone the Housing Advice Centre to speak to Money Matters Team

Website: https://www.newcastle.gov.uk/debthelp

Email: moneymatters@newcastle.gov.uk

Cost: Free

Address:
Money Matters - Newcastle City Council
Level 4, City Library
33 New Bridge Street West
Newcastle upon Tyne
NE1 8AX

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