

## If you need housing advice or are homeless: People with mental health issues

The Housing Advice Centre is part of Newcastle City Council and offers a free, confidential advice service to anyone that has housing problems. We aim to help people to keep their home or help them to find one that meets their needs. We can help you to understand the different options that are available in Newcastle to solve your housing problems.

Staff at the Housing Advice Centre can:

- prevent a homelessness situation from occurring, wherever possible
- explain the processes of homelessness prevention
- assist in locating alternative accommodation, such as a housing association, local authority or privately rented property
- provide you with information and advice on your options, including those listed below

There is a wide range of advice and support available in Newcastle. The Housing Advice Centre can help you, or the person you're working with, to understand the different options available to solve housing problems. The earlier you get in touch, the more likely it is that you can get help.

**Phone:** 0191 277 1711 (Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm)

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

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

**In person:** Housing Advice Centre  
112-114 Pilgrim Street  
Newcastle upon Tyne, NE1 6SQ  
Monday, Tuesday, Thursday and Friday, 10am to 12 noon and 1pm to 4pm  
Wednesday, 1pm to 4pm

If you have nowhere to go that night you can contact the emergency out of hours number (after 5.30pm or any time at a weekend): **0191 278 7878** (speak to the operator and ask for the Emergency Homeless Officer)

## Options available

### Supported accommodation and 'floating' support

You may need supported accommodation or 'floating' (visiting) support in your home to help you to live independently, for example, if you have just come out of hospital. In Newcastle there is the following citywide supported accommodation and 'floating' support for people with a mental health need who require support to maintain independent living:

- **Karbon Homes** – provides accommodation in self-contained flats across the city. 'Floating' support (from 3 to 6 hours per week) can be provided on any number of visits per week, tailored to individual needs
- **Richmond Fellowship** – provides accommodation in self-contained flats with 'floating' support (from 3 to 6 hours per week) in the east of the city
- **Mental Health Matters** – provides accommodation in self-contained and shared flats with 'floating' support (from 6 to 9 hours per week) in the east and west of the city

- **Mental Health Concern** – provides single-site accommodation with daytime staffing and accommodation in self-contained flats with ‘floating’ support (over 9 hours per week) in the north of the city

Supported accommodation and ‘floating’ support in Newcastle are accessed via the Newcastle Gateway. You will need a support worker or a Community Psychiatric Nurse to make the referral for you. If you aren’t working with any agencies and need help to either access accommodation or remain in your home, contact the Housing Advice Centre.

### **Social housing**

Council and housing association homes are also known as social housing. In Newcastle you apply for social housing by completing an online form on the Tyne and Wear Homes website – [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk). You will need to have references from someone who can confirm how you have managed if you have held a tenancy before.

Council housing in Newcastle is managed by Your Homes Newcastle (YHN). If you live in a YHN property you can get advice and support from the Pathways Advice and Support Team. They provide housing-related support to give vulnerable people ‘pathways’ into independent living and prevent homelessness. They can help residents who have enduring mental health issues who are in hospital or who need some housing support whilst living in a tenancy.

**Phone:** 0191 277 1144

### **Private rented accommodation**

The main advantage of private rented accommodation is that you have a greater choice of location and type of property. In Newcastle you can get help to look for private rented accommodation from the Private Rented Service, which is part of Newcastle City Council. They can help private tenants and prospective tenants with questions on managing your tenancy or finding a new home.

**Phone:** 0191 277 1438

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

### **Other support available**

#### **Mind Infoline**

The charity Mind run this telephone advice line for people with mental health problems.

**Phone:** 0300 123 3393

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)