

Advice about homelessness

WHO TO CONTACT

If you are homeless, or worried that you might become homeless, we can offer you help and advice.

Homeless does not just mean sleeping on the street. The following circumstances are examples of homelessness:

• AT RISK OF HOMELESSNESS

(threatened with severe exclusion due to insecure tenancies, eviction, threat of court action, domestic abuse, struggling to meet housing costs e.g. rent arrears, or staying with family and friends known as 'sofa surfing').

• NO HOUSING OR LIVING IN UNFIT HOUSING

(without a shelter of any kind, sleeping rough or in caravans on illegal campsites, in unfit housing, in extreme overcrowding).

If you are homeless or feel you are threatened with homelessness, rough sleeping, fleeing domestic abuse or going through a relationship breakdown please contact South Tyneside Homes:

- 0800 141 2645 (freephone) - Monday to Thursday 9am to 5pm, and Friday 9am to 4.30pm
- 0191 456 2093 - out of office hours

We will give free confidential advice and assistance to all eligible households that are homeless, or at risk of homelessness regardless of priority need.

We provide an initial telephone triage service providing advice, guidance and support.

You will be offered an appointment if you have been assessed as being in immediate need or in need of intensive support.

Whether you rent privately, are a Council or housing association tenant, own a home, live with someone else or have no fixed address, South Tyneside Homes Housing Options Service, can provide free and confidential information and advice which may prevent you from becoming homeless, including:

- Help with finance, budgeting, and debts.
- Tenancy support and your rights.
- Moving home, if staying where you are isn't an option.

SLEEPING ROUGH

If you are concerned about someone who is sleeping rough, please report this through the Streetlink website www.streetlink.org.uk or call **0300 500 0914**.

You can also download the mobile app: 'StreetLink' from Apple iTunes / Google Play store

The Streetlink telephone service can get busy so wherever possible we advise people to use either their website or mobile app.

During working hours you can also contact the South Tyneside Homes Housing Options Service at:

- 0800 141 2645 (freephone) - Monday to Thursday 9am to 5pm, and Friday 9am to 4.30pm

If you think the person you are concerned about is in immediate danger or needs urgent care, please call 999.

USEFUL LINKS

www.southtyneside.gov.uk/article/1037/Homelessness-and-sleeping-rough

The flowchart over the page from the housing and homelessness charity Shelter provides a good overview of the steps the Council will follow if you apply for help as homeless.



South Tyneside Council

Spread the word!

**THIS IS
SOUTH
TYNESIDE**

South
Tyneside
Homes

South Tyneside Council's
Housing Company

Applying as homeless

This flowchart provides an overview of the steps the council will follow if you apply for help as homeless.

You can get further advice from england.shelter.org.uk/housing_advice, local Shelter advice service or local Citizens Advice. If you have nowhere to sleep tonight, are at risk of harm or losing your home within the next 2 months, call Shelter Helpline on **0808 800 4444** for advice and information on your options.*

*Calls are free from UK landlines and main mobile networks.



Funded by UK Government



Registered charity in England and Wales (263710) and in Scotland (SC002327).

Note

Information contained in this factsheet is correct at the time of publication. Please check details before use.

