

If you are being threatened or physically abused by someone you live with, that is domestic violence. We will help you if this is happening to you. And you do not have to be a council tenant to receive our help. So please get in touch.

We can help you in different ways. You can speak to a member of staff in private and in a place that you choose. You can also choose to speak to a member of staff of the same sex as you.

If you need an interpreter, we can provide you with a face-to-face interpreter. If you have your own interpreter, we are happy to work with them. If you want to speak over the phone, we can provide telephone interpreting.

We will listen to you and give you time to explain your situation. The information you tell us is confidential. We will not pass your information onto other agencies if you do not want us to unless the safety of children is involved.

We will not ask you to prove you have experienced violence and we will not contact the person you live with unless you want us to.

If you want to take legal action, we can offer you advice. But we will not force you to take legal action.

If you are a victim of abuse, you have choices. You may want to stay in your home, find a new home or find emergency accommodation. We can support you with your choice.

If you want to stay in your home, we can help you to do this. This can involve legal actions. We will help you find solicitors who can help you.

If you want to move, we can help you to move to a new home. We can give you information about different types of housing such as housing associations and private housing.

If you are in immediate danger and can not stay in your home, we can give you emergency accommodation. Outside of Newcastle if needed.

If you need emergency accommodation after 4.30pm, phone our Out of Hours Emergency Service.

And if you are one of our tenants, we will help you with repairs if your home is damaged because of domestic violence. We will also take action against the person who has damaged your home if they are also one of our tenants.

We can also provide extra security for your home or give you a personal alarm which links to the emergency services.

We can also put you in touch with other support organisations. For example, you can contact Victim Support.

There are many support networks which can help you if you are a victim of domestic abuse. We are here to help you. So please get in touch.