



Your Homes  
Newcastle



# Useful addresses

This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council. If you need this in a different language phone 0191 278 8633.

This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

বাংলায় Bengali	এই তথ্য হল নিউক্যাসলে কাউন্সিলের ঘর বাড়ীর ব্যবস্থাপনার কাজ আমরা কিভাবে করি সে সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩
普通话 / 国语 Chinese Simplified	这是有关我们如何管理纽卡斯尔市政房屋的信息。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。
廣東話 / 粵語 Chinese Traditional	這是關於我們如何管理紐卡素市政房屋的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。
فارسی Farsi	این اطلاعات در مورد شیوه مدیریت مسکن دولتی در نیوکاسل است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبانهای دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.
Français French	Ces informations concernent la manière dont nous gérons les logements sociaux de Newcastle. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.
کوردی سۆزانی Kurdish	ئەم زانیاریانە سەبارەت بە چۆنیتە بەرپۆشەبەرایەتی خانووەکانی شۆزای نیوکاسیل. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا ھەر زمانێکی دیگەر ھەبە بە زمارە تەلەفۆنی 0191 278 8633 پێوەندی بکەن.
Português Portuguese	Esta informação refere-se à forma como gerimos a habitação social de Newcastle. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.
русском Russian	Информация о нашем управлении муниципальными жилыми домами в г. Ньюкасле. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.
Español Spanish	Ésta es información sobre cómo gestionamos las viviendas municipales de Newcastle. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

# Contents

Useful addresses	4
Housing management service	4
Community housing offices	5
Other housing services	8
Repairs and servicing	11
Newcastle Tenants' Federation	11
Newcastle City Council services	12
Other useful phone numbers	19
Other useful contacts	23
How do I give you a compliment, complaint or comment?	27

## Useful addresses



This booklet gives details of how to contact our services, Newcastle City Council directorates, and other agencies which you may find useful.

There is also information available on the internet. Our website address is [www.yhn.org.uk](http://www.yhn.org.uk) and the Newcastle City Council website is [www.newcastle.gov.uk](http://www.newcastle.gov.uk).

### Your Homes Newcastle

 YHN House  
Benton Park Road  
South Gosforth  
Newcastle upon Tyne  
NE7 7LX

 Phone: 0191 278 8600

## Housing management service



Community housing staff manage housing estates across the city. They also deal with rent, lettings, repairs and other estate issues.

The following list includes all community housing offices. Community housing offices are open between 8.30am and 4.30pm Monday to Friday, and between 8.30am and 3pm on Wednesdays. (North Kenton, West Denton, Walker and Benwell and Scotswood neighbourhood teams are based in customer service centres.)

## Community housing offices

### **Blakelaw and Cowgate**

Sheriff Leas  
Springfield Road  
Blakelaw  
NE5 3DS

 Phone: 0191 277 1000

 Fax: 0191 277 1011

### **Byker**

45/47 Brinkburn Street  
Byker  
NE6 1QN

 Phone: 0191 278 1555

 Fax: 0191 278 1533

### **Cruddas Park**

Cruddas Park Shopping Centre  
Westmorland Road  
NE4 7RW

 Phone: 0191 277 1066

 Fax: 0191 277 1088

### **Fenham**

199/201 Two Ball Lonnen  
Fenham  
NE4 9RS

 Phone: 0191 277 1200

 Fax: 0191 277 1211



**Gosforth**  
Council Offices  
High Street  
Gosforth  
NE3 1JL

 Phone: 0191 277 1166

 Fax: 0191 277 1177



**Newbiggin Hall**  
1 Yetholm Place  
Newbiggin Hall Estate  
NE5 4ED

 Phone: 0191 277 1400

 Fax: 0191 277 1388

**Benwell and Scotswood**




West End Customer Service Centre  
Condercum Road  
Benwell  
NE4 9JH

 Phone: 0191 277 1484

 Fax: 0191 277 1470

**North Kenton**



Kenton Centre  
Hillsview Avenue  
North Kenton  
NE3 3QJ

 Phone: 0191 277 4360


 Fax: 0191 277 7899



**Shieldfield**  
Stoddart House  
Clarence Walk  
Shieldfield  
NE2 1AB

 Phone: 0191 278 1566

 Fax: 0191 278 1570



**St Anthony's**  
172/174 St Anthony's Road  
St Anthony's  
Walker  
NE6 2ND

 Phone: 0191 278 1600

 Fax: 0191 278 1611



**Walker**  
Walker Centre  
Church Walk  
Walker  
NE6 3HR

 Phone: 0191 278 8455

 Fax: 0191 278 8466



**West Denton**  
Outer West Customer Service Centre  
West Denton Shopping Centre  
West Denton Way  
NE5 2QZ

 Phone: 0191 277 7940

 Fax: 0191 277 7925



**Westgate**  
Prospect House  
Prospect Place  
Newcastle  
NE4 6QD

 Phone: 0191 277 1300

 Fax: 0191 277 1299

## Other housing services

Unless we say otherwise, the following services are based at YHN House.

### Asylum Seekers Unit

The aim of the asylum service is to support all households who have applied to the Home Office for asylum.

 Phone: 0191 278 8620

### Customer Involvement Team

For more information, contact the involvement team on 0191 278 8723

## Community Care Alarm Service

Our Community Care Alarm Service is an affordable and reliable service for people living in Newcastle. If you fall, feel unwell or are worried by callers or strangers at your door, you can call for help quickly. You don't have to dial for help or even be near your alarm because the service provides a pendant to call for help.

 **Phone:** 0191 278 8699  
 **Fax:** 0191 278 7755  
 **Email:** [commcarealarmservice@yhn.org.uk](mailto:commcarealarmservice@yhn.org.uk)

## Debt Recovery Team

 **Phone:** 0191 278 8652

## Housing, Antisocial Behaviour and Enforcement Team

The team provides support to local staff in dealing with nuisance and harassment, particularly where cases cannot be sorted out locally. To support witnesses and victims, an officer from Victim Support has joined the team, which also acts as a referral agent for mediation services.

 **Phone:** 0191 278 8740

## Insurance claims section

 **Phone:** 0191 278 8668 or 0191 232 8520

## Asset and programme management

This section works on preparing, monitoring and controlling the investment programme.

 **Phone:** 0800 091 1273

## Investment Delivery Teams

Freephone numbers for the three teams are as follows.

 **East area:** 0800 091 1255  
 **Inner West area:** 0800 091 1256  
 **Outer West and North area:** 0800 091 1257

## Leasehold

 **Freephone:** 0800 091 0082

## Technical Services

 **Freephone:** 0800 091 1266


## Right to Buy Team

The team processes applications from tenants who want to buy their council home. They aim to successfully meet the targets set by law.

 **Freephone:** 0800 0911 310

## Newcastle Furniture Service (NFS)

We supply furniture to tenants to help them set up their home. It is available to tenants when they first take a tenancy. We supply the furniture in exchange for a weekly payment that is added to the rent.

 **Newcastle Furniture Service**  
Unit 1  
Wincomblee Road  
Walker  
Newcastle upon Tyne  
NE6 3PF

 **Phone:** 0191 278 1888

 **Fax:** 0191 278 1884

 **Textphone:** 0191 277 7888

 **Email:** [furniture.service@yhn.org.uk](mailto:furniture.service@yhn.org.uk)

## Repairs and servicing

You can report a repair to the Repair Centre as follows.

 **Repair Centre**  
Neighbourhood Services  
Newcastle Civic Centre  
Barras Bridge  
Newcastle upon Tyne  
NE99 2BN

 **Phone:** 0191 277 8888  
(lines are open 24 hours a day)

 **Fax:** 0191 277 3674

 **Textphone:** 0191 277 3687

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

(Please provide your name and address, together with a daytime phone number and details of the repair you need.)

For gas servicing and repairs, please phone  
**0191 277 8888 (lines are open 24 hours a day).**

## Newcastle Tenants' Federation

Newcastle Tenants' Federation is an independent voluntary organisation that provides support and advice to individual tenants' and residents' groups. Newcastle Tenants' Federation represents over 85 tenants' and residents' groups throughout Newcastle upon Tyne.

You can find out more about the work of the Tenants' Federation by contacting them at:

 Newcastle Tenants Federation  
63 Westgate Road  
Newcastle upon Tyne  
NE1 1SG

 **Phone:** 0191 232 1371  
 **Fax:** 0191 233 0467  
 **Email:** [info@newcastletenantsfed.org.uk](mailto:info@newcastletenantsfed.org.uk)

You can get more information on their website at [www.newcastletenantsfed.org.uk](http://www.newcastletenantsfed.org.uk) or our website at [www.yhn.org.uk](http://www.yhn.org.uk)

## Newcastle City Council services

If you have any questions about Newcastle City Council's services, please contact them at:

 Civic Centre  
PO Box 766  
Newcastle upon Tyne  
NE99 1FR

 **Fax:** 0191 211 5499  
 **Textphone:** 0194 211 5449  
 **Email:** [csc@newcastle.gov.uk](mailto:csc@newcastle.gov.uk)

You can also reach all of the directorates through the civic centre switchboard on 0191 232 8520.

For environmental issues, you can contact Envirocall. Envirocall is the city's environmental hotline. Call them about:

- abandoned cars;
- flooded roads;
- graffiti and fly-posting;
- grass cutting and pruning shrub beds;
- gritting and clearing snow;
- cleaning litter and streets;
- pest control;
- reporting dumped rubbish and fly-tipping;
- collecting bins;
- collecting syringes, needles and sharps;
- collecting bulky articles;
- garden waste;
- commercial waste;
- skip services;
- getting rid of clinical waste;
- litter bins;
- reporting environmental issues;
- street lighting;
- trees;
- playground maintenance; and
- traffic signals.

 **Phone:** 0191 274 4000  
 **Fax:** 0191 211 4803  
 **Textphone:** 0191 211 4944  
 **Email:** [envirocall@newcastle.gov.uk](mailto:envirocall@newcastle.gov.uk)

 **Website:** [www.newcastle.gov.uk/enviro.nsf/a/home](http://www.newcastle.gov.uk/enviro.nsf/a/home)

### **Housing Benefit and Council Tax Benefit helpline**

 **Phone:** 0845 111 4101

## Neighbourhood Helpline

People in Newcastle and Sunderland can use this to report a range of issues that can affect their neighbourhoods and spoil their quality of life.

 **Phone:** 0300 1000 101


You can call 24 hours a day, seven days a week, 365 days a year to report issues associated with the following.

- Abandoned vehicles
- Dog fouling
- Noise nuisance (for example, noisy neighbours or burglar alarms)
- Rubbish, litter or fly-tipping, including discarded needles or dead animals
- Alcohol being sold to people under 18
- Smoking in enclosed public places (for example, at work or in a pub)
- Street lighting, including broken lights or badly lit areas
- Vandalism, graffiti and other deliberate damage

The service is provided by Newcastle City Council and Sunderland City Council and is only available in those cities. Some services may not be delivered round-the-clock, but you can report a problem at any time and you'll be told when it will be sorted out.

## Planning Enquiries

For advice and information on planning and building regulations, contact Planning Enquiries at:

 **Head of Planning and Transportation**  
Enterprise, Environment and Culture  
Civic Centre  
NE1 8PD


 **Phone:** 0191 211 5654 or 0191 211 5653  
 **Email:** [plantransport@newcastle.gov.uk](mailto:plantransport@newcastle.gov.uk)

### **For enquiries about building regulations contact:**

 **Building Control Manager**  
Planning and Building Control  
Enterprise, Environment and Culture  
Civic Centre  
NE1 8PD


 **Phone:** 0191 211 6181 or 0191 211 6182  
 **Email:** [buildingcontrol@newcastle.gov.uk](mailto:buildingcontrol@newcastle.gov.uk)

### **For advice on issues relating to tenancies that are not council tenancies, contact:**

 **Housing Advice Centre**  
112-114 Pilgrim Street  
NE1 6SQ

 **Phone:** 0191 277 1711

### **North East Strategic Migration Partnership for Asylum and Refugee Support (NESMP)**

 **Room 313**  
Newcastle Civic Centre  
Newcastle upon Tyne  
NE99 2BN

 **Phone:** 0191 211 6712

### **Agencies Against Racist Crime and Harassment (ARCH)**

ARCH is the multi-agency forum whose purpose is to tackle racist incidents in Newcastle.

 **ARCH 24-hour helpline:** 0800 032 3288

## Racial Harassment Prevention Team (RHPT)

The RHPT work with other services such as Northumbria Police, Agencies Against Racist Crime and Harassment (ARCH) and Victim Support.

For more information or to speak to a member of staff, please call the Racial Harassment Prevention Team on 0191 262 1629 between 9am and 5pm Monday to Friday.

## Citywide Team

Citywide Team aims to help and support black and ethnic-minority communities and groups throughout Newcastle.

🏠 Citywide Team  
Scottish Life House  
Newcastle upon Tyne  
NE2 1DB

☎️ **Phone:** 0191 211 5970

## Newcastle Energy Centre

The Newcastle Energy Centre can give free advice on how you can reduce the amount of energy you use in your home.

☎️ **Phone:** 0191 281 1303

## Newcastle Warm Zone

Newcastle Warm Zone (NWZ) is a partnership between us, Newcastle City Council, Scottish Power, National Grid and other groups such as the primary care trust, Eaga and voluntary groups.

☎️ **Phone:** 0191 232 8520

✉️ **Email:** [warm.zone@newcastle.gov.uk](mailto:warm.zone@newcastle.gov.uk)

## Councillors

You can write to your local ward councillor at:

🏠 Members Services  
The Civic Centre  
Barras Bridge  
NE99 2BN

Or you can see them at local venues where they may hold regular advice surgeries. For details, contact your local community housing team or phone 0191 211 5042.

## Adult Social Care

Social services are part of your local council. Their customer service teams are available between 8.45am and 5pm Monday to Friday.

The phone number for the social services customer service duty team is 0191 278 8377.

If you or a relative are in hospital and are likely to need help with personal care, contact your social work team at the hospital.

## Electoral Services

🏠 Electoral Services  
Civic Centre  
Newcastle upon Tyne  
NE99 2BN

☎️ **Phone:** 0191 277 7100

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

## Births, marriages and deaths

 The Register Office  
Civic Centre  
Newcastle upon Tyne  
NE1 8PS

### Marriage appointments

 **Phone:** 0191 211 5091  
 **Email:** [registrars@newcastle.gov.uk](mailto:registrars@newcastle.gov.uk)

### General enquiries

 **Phone:** 0191 211 5091 or 0191 211 5089  
 **Fax:** 0191 211 4970  
 **Email:** [registrars@newcastle.gov.uk](mailto:registrars@newcastle.gov.uk)

## Education Directorate

For information about all of Newcastle's nurseries, schools, further and adult education, phone 0191 232 8520.

## Complaints Officer

 Democratic Services  
Civic Centre  
Barras Bridge  
Newcastle upon Tyne  
NE99 2BN

 **Phone:** 0191 211 5116 or 0191 211 5051

You can complain in person, by phone, by letter or by sending an email to [complaints@newcastle.gov.uk](mailto:complaints@newcastle.gov.uk). You can also complain on our website at [www.yhn.org.uk](http://www.yhn.org.uk)

Please see the 'Welcome to your new home' booklet for more information.

## Leisure Services

Leisure Services provide the following services in Newcastle.

- Parks and countryside
- Sport and recreation
- Play and youth services
- Community support services

 Leisure Services Division  
Neighbourhood Services Directorate  
2nd Floor  
Civic Centre  
Newcastle upon Tyne  
NE1 8PN

 **Phone:** 0191 232 8520

## Other useful phone numbers

### TV Licensing

 **Phone:** 0870 524 6246 or 0800 328 2020

 **Email:** [tvlicsc@capita.co.uk](mailto:tvlicsc@capita.co.uk)

### DVLA

 **Phone:** 0870 521 0410

### Gas emergency

 **Phone:** 0800 111 999

### Power cuts (electricity company)



 **Northern Electric Distribution (NEDL):** 0800 66 88 77

## National Grid

-  **Phone:** 0845 605 6677  
(between 8am and 5pm)
-  **Typetalk:** 0800 959 598
-  **Typetalk hearing:** 08702 405 152
-  **Fax:** 0121 713 5264

## Independent advice and information about gas and electricity

### Energywatch gas enquiries

-  **Phone:** 0845 906 0708
-  **Typetalk:** 18001 08459 060708

### Energywatch electricity enquiries

-  **Phone:** 0845 906 0708
-  **Typetalk:** 18001 08459 060708

 **Website:** [www.energywatch.org.uk](http://www.energywatch.org.uk)

## Gas and electricity suppliers

### Atlantic Electric and Gas

-  **Phone:** 0870 013 2080
-  **Website:** [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

### Basic Power

-  **Phone:** 0845 601 2421
-  **Website:** [www.basicpower.co.uk](http://www.basicpower.co.uk)

### British Gas

-  **Phone:** 0845 966 88 66
-  **Website:** [www.britishgas.co.uk](http://www.britishgas.co.uk)

### Countrywide Gas

-  **Phone:** 01386 757 333
-  **Website:** [www.countrywidefarmers.co.uk](http://www.countrywidefarmers.co.uk)

## EDF Energy

 **Phone:** 0800 365 200

 **Website:** [www.edfenergy.com](http://www.edfenergy.com)

## npower

 **Phone:** 0800 99 66 22

 **Website:** [www.npower.com](http://www.npower.com)

## E.on

 **Phone:** 0845 303 3020

 **Website:** [www.eonenergy.com](http://www.eonenergy.com)

## ScottishPower

 **Phone:** 0800 400 200

 **Website:** [www.ScottishPower.co.uk](http://www.ScottishPower.co.uk)

## Scottish Hydro-Electric

 **Phone:** 0800 22 33 77

 **Website:** [www.hydro.co.uk](http://www.hydro.co.uk)

## Southern Electric

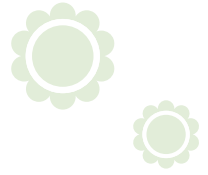
 **Phone:** 0800 117 116

 **Website:** [www.southern-electric.co.uk](http://www.southern-electric.co.uk)


## Swalec

 **Phone:** 0800 343 436

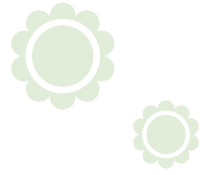
 **Website:** [www.swalec.co.uk](http://www.swalec.co.uk)



## Water supplier

 Northumbrian Water  
Abbey Road  
Pity Me  
Durham  
DH1 5FJ

 **General enquiries:** 0845 717 1100  
 **Questions about bills:** 0845 733 5566  
 **To report a leak:** 0800 393 084  
 **To report a flood:** 0800 393 084  
 **Textphone:** 0845 723 1254  
 **Website:** [www.nwl.co.uk](http://www.nwl.co.uk)



## Other useful contacts

This is a selection of organisations who provide care and advice.

### National Centre for Domestic Violence (NCDV)

NCDV is an independent organisation which works closely with the police, local solicitors and other support agencies. NCDV provides a free, fast service.

You can contact NCDV on their website at [www.domesticviolence.org.uk](http://www.domesticviolence.org.uk).

### REACH (Rape - Examination - Advice - Counselling - Help)

🏠 The Rhona Cross Centre  
18 Jesmond Road West  
Newcastle upon Tyne  
NE2 4PQ

☎ **Phone:** 0191 212 1551  
📞 **Textphone:** 0191 212 1548

This is a free service for women and men aged 16 and over who have been raped or sexually assaulted.

## Panah Black Women's Refuge

🏠 PO Box 27  
Newcastle  
NE3 1EU

☎️ **Phone and advice line: 0191 284 6998**

Panah Black Women's Refuge and outreach service offers support, advice and temporary accommodation to women (with or without children) suffering mental, physical or sexual abuse. The refuge is run by black women for black women. They also provide an outreach service to women living in the community and women who used to live in the area.

## Newcastle Women's Aid

🏠 PO Box 32  
Heaton  
NE6 1HZ

☎️ **Phone: 0191 265 2148 (24 hours a day)**


☎️ **National Women's Aid England: 0808 2000247**

## North East Refugee Service

🏠 1st Floor  
19 Bigg Market  
Newcastle upon Tyne  
NE1 1UN

☎️ **Phone: 0191 222 0406**

## Disability North

 The Dene Centre  
Castle Farm Road  
Newcastle upon Tyne  
NE3 1PH

 **Phone:** 0191 284 0480

 **Fax:** 0191 213 0910

## Newcastle Law Centre

 1st Floor  
1 Charlotte Square  
Newcastle upon Tyne  
NE1 4XF

 **Phone:** 0191 230 4777

## Welfare Rights Helpline

 Social Services Directorate  
Civic Centre  
PO Box 766  
Newcastle upon Tyne  
NE99 1FR

 **Phone:** 0191 232 8520 extension 22633

## MESMAC (Gay men's helpline)

 3rd Floor  
11 Nelson Street  
Newcastle upon Tyne  
NE1 5AN

 **Phone:** 0191 233 1333

## Rape Crisis Centre

 **Phone:** 0191 232 9858

## Victim Support

🏠 1 Archbold Terrace  
Jesmond  
Newcastle upon Tyne  
NE2 1DB

☎️ **Phone:** 0191 281 3791  
📠 **Fax:** 0191 281 0745  
✉️ **Email:** [newcastle@victimsupport.org.uk](mailto:newcastle@victimsupport.org.uk)  
☎️ **National helpline:** 0845 30 30 900

## Citizens Advice Bureau

🏠 Central Newcastle  
St Cuthberts Chambers  
35 Nelson Street  
Newcastle upon Tyne  
NE1 5AN

🏠 Unit 12  
Shopping centre  
Cruddas Park  
Newcastle upon Tyne

🏠 Moorside Court  
Moorhead  
Cowgate  
Newcastle upon Tyne

☎️ **Phone:** 08701 264 015 (24-hour automated service)

## Police

 **Phone:** 0191 214 6555

## Ombudsman

 **The Local Government Ombudsman**  
Beverley House  
17 Shipton Road  
York  
YO30 5FZ

 **Phone:** 01904 380 200

 **Fax:** 01904 380 269

 **PO Box 4771**  
Coventry  
CV4 0EH

 **Phone:** 0845 602 1983 or 0247 682 1960

 **Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

## How do I give you a compliment, complaint or comment?

We are committed to providing an excellent service to our customers. We would like you to tell us any compliments, complaints and comments you have about our services. Your feedback helps us to find ways to improve services.

For information about how you can give us a compliment, comment or complaint, please see the 'What to do if I have a complaint' section in the 'Welcome to your new home' booklet.



Your Homes Newcastle Limited. Registered in England and Wales Registration Number 5076256  
Registered Office: Newcastle Civic Centre, Barras Bridge, Newcastle upon Tyne, NE1 8PR.  
A company controlled by Newcastle City Council