


Homelessness and housing




If you're homeless now or worried you could be in the next 2 months

You need to make a homeless application to Liverpool City Council's Housing Options Service. They will: Check your eviction notice is valid; Try to help you stay in your home by talking to your landlord; Work with you to find another place to live; Offer you emergency housing.


You're likely to get more help if you have a priority need, for example if you're pregnant, have dependant children, are a care leaver or have been classed as vulnerable (as a result of old age, disability or domestic abuse). All under 18s are classed as priority and can contact Children's Services at Liverpool City Council.

 0800 731 6844 | Call free, Mon to Fri - 9am-5pm


 Out-of-hours emergency call Careline | 0151 233 3061 (Freephone 0800 731 6844)

 liverpool.gov.uk/housing/homeless-or-at-risk  HousingOptionsService@liverpool.gov.uk

Other useful homeless contacts and websites

▶ **The Whitechapel Centre**  0300 123 2041 | 24 hours, low cost from a mobile


 n2no@whitechapelcentre.co.uk  whitechapelcentre.co.uk/get-help


▶ **Crisis Skylight Merseyside**  0151 218 7000 | Mon to Fri - 8:30am-5pm

 merseyside@crisis.org.uk  crisis.org.uk/get-help/Merseyside

▶ **Shelter**  0808 800 4444 | Call free, Mon to Fri - 8am-8pm, Weekends/Bank Holidays - 9am-5pm

 england.shelter.org.uk/get_help



▶ **Centrepont**  0808 800 0661 | For young people aged 16-25 | Call free, Mon to Fri - 9am-5pm

 centrepont.org.uk/youth-homelessness/get-help-now



▶ **Local councillor** | You can contact your local councillor / MP for support. Find yours using the links below

 gov.uk/find-your-local-councillors  members.parliament.uk

▶ **Homeless Link and The Hardship Hub** | Homelessness services and information

 homeless.org.uk/homeless-england  hardshiphub.co.uk

▶ **Merseyside Law Centre** | Free legal advice. Drop ins running, please check website or call for details

 0151 709 0504  merseysidelawcentre.co.uk/ourservices



If you have a social landlord

They can help you with many things from repairs to problems with paying bills. Speak directly to their Housing Officer or a member of their Welfare Team. The major social housing associations are listed below.

If you have a private landlord


















Speak directly to them regarding any repairs or housing issues. For more guidance on your rights when you rent from a private landlord visit:

citizensadvice.org.uk/housing/renting-a-home/renting-from-a-private-landlord/

If you own your own home

If you're struggling to pay your mortgage, your first step is to contact your lender. Many lenders have specialist support teams who can explain what options they have to help.

Major social housing associations

- ▶ **Onward**  0300 555 0600 | Mon, Tue, Thu, Fri - 8am-8pm, Wed - 10am-8pm
 CustomerServices@onward.co.uk  onward.co.uk
- ▶ **Prima**  0151 452 0202 | Mon to Fri - 8:30am-5:30pm (24/7 for emergencies only)
 primagroup.org
- ▶ **Plus Dane**  0800 169 2988 | Call free, Mon to Fri - 8:30am-5:30pm (24/7 for emergencies only)
 customer@plusdane.co.uk  plusdane.co.uk
- ▶ **Riverside**  0345 111 0000 | Phone lines available 24/7
 info@riverside.org.uk  riverside.org.uk
- ▶ **South Liverpool Homes**  0330 303 3000 | Mon, Tue, Thu, Fri - 9am-5pm, Wed - 9am-1pm
 info@southliverpoolhomes.co.uk  southliverpoolhomes.co.uk
- ▶ **Torus**  0800 678 1894 | Mon to Fri - 8am-8pm, Sat - 8am-12pm (24/7 for emergencies only)
 info@torus.co.uk  torus.co.uk