

Extra helpings | More support and advice about

# 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



















HousingOptionsService@liverpool.gov.uk



[liverpool.gov.uk/housing/homeless-or-at-risk](https://liverpool.gov.uk/housing/homeless-or-at-risk)



## Other useful homeless contacts and websites


- ▶ **The Whitechapel Centre**  0300 123 2041  [n2no@whitechapelcentre.co.uk](mailto:n2no@whitechapelcentre.co.uk)  [whitechapelcentre.co.uk](https://whitechapelcentre.co.uk)
- ▶ **Crisis Skylight Merseyside**  0151 218 7000  [merseyside@crisis.org.uk](mailto:merseyside@crisis.org.uk)  [crisis.org.uk/get-help/Merseyside](https://crisis.org.uk/get-help/Merseyside)
- ▶ **Shelter**  0808 800 4444  [england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help)
- ▶ **Centrepont** - For young people aged 16-25.  
 0808 800 0661  [centrepont.org.uk/youth-homelessness/get-help-now](https://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](https://gov.uk/find-your-local-councillors)  [members.parliament.uk](https://members.parliament.uk)
- ▶ **Homeless Link and The Hardship Hub** - Homelessness services and information.  
 [homeless.org.uk/homeless-england](https://homeless.org.uk/homeless-england)  [hardshiphub.co.uk](https://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](https://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/](https://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  [CustomerServices@onward.co.uk](mailto:CustomerServices@onward.co.uk)  [onward.co.uk](https://onward.co.uk)
- ▶ **Prima**  0151 452 0202  [primagroup.org](https://primagroup.org)
- ▶ **Plus Dane**  0800 169 2988  [customer@plusdane.co.uk](mailto:customer@plusdane.co.uk)  [plusdane.co.uk](https://plusdane.co.uk)
- ▶ **Riverside**  0345 111 0000  [info@riverside.org.uk](mailto:info@riverside.org.uk)  [riverside.org.uk](https://riverside.org.uk)
- ▶ **South Liverpool Homes**  0330 303 3000  [info@southliverpoolhomes.co.uk](mailto:info@southliverpoolhomes.co.uk)  [southliverpoolhomes.co.uk](https://southliverpoolhomes.co.uk)
- ▶ **Torus**  0800 678 1894  [info@torus.co.uk](mailto:info@torus.co.uk)  [torus.co.uk](https://torus.co.uk)