

Having problems with home maintenance?

If you own or rent your home and you're having problems with repairs, damp, staying warm, electrics, rats, noisy neighbours or more, help is available. Problems may include;

- Damp and mould
- Broken boiler or radiators
- Faulty electrics
- Broken sinks/baths/showers
- Leaking gutters
- Drainage problems
- Problems with rubbish or dog fouling
- Poor doors/windows
- Poor fire precautions
- Noisy neighbours
- Rats or pests

These types of living conditions can cause health problems if left untreated. There are some steps that you can take to help improve your living conditions.

If you own the property

You can pay for help to [maintain your home and grounds](#).

[Collecting clutter \(or hoarding\) can become a problem](#) if it makes it difficult to

- clean your house
 - heat your home
 - maintain or repair your house
 - move around your house
 - or if your belongings pose a fire risk
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If you rent your house privately

There are a set of housing standards which rented properties must meet. You should contact your landlord to report any problems with your house, however if you have difficulties with this there is help available.

[Newcastle Private Rented Service](#) can help you resolve problems with your landlord or find a home that meets Newcastle Housing accreditation standards.

[Public Safety and Regulation at Newcastle City Council](#) have legal powers to make sure a landlord carries out repairs to a home to keep it in a safe condition. If the work is not carried out within a certain time limit they can then arrange for a tradesperson and charge the landlord for the work.

[Housing Advice Centre](#) can give you more information about your rights as a tenant.

If you rent property from the council

The [Safe living Team \(formerly known as HASBET – Housing, Anti-Social Behaviour and Enforcement Team\)](#) at Newcastle City Council can help with some home maintenance issues.

[Housing Advice Centre](#) can give you more information about your rights as a tenant.

Housing associations or social housing providers

Speak to your housing association or provider. Local housing associations include:

- [Anchor](#)
- [Bernicia](#)
- [Byker Community Trust](#)
- [Castles to Coasts](#)
- [Home Group](#)
- [Housing 21](#)
- [Karbon Homes](#)
- [Johnnie Johnson Housing](#)
- [Leazes Homes](#)
- [Methodist Homes Housing Association \(MHA\)](#)
- [Places for People](#)
- [Railway Housing Association](#)
- [Riverside Housing](#)

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Useful Organisations

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/AdultSocialCare>

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Safe Living Team (Newcastle Council Housing)

Email: safeliving@newcastle.gov.uk

Website: <https://new.newcastle.gov.uk/housing/council-housing/services-council-housing-customers/anti-social-behaviour>

Telephone: 0191 278 7878

Address: Newcastle City Council, NE7 7LX

Your Local Services at Newcastle City Council

Website: www.newcastle.gov.uk/envirocall

Telephone: 0191 278 7878

Help for Hoarders

Website: <http://www.helpforhoarders.co.uk/>

Telephone: 0191 278 7878

Public Safety and Regulation – Newcastle City Council

Email: psr@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/environment-and-waste/environmental-health-and-pest-control>

Telephone: 0191 278 7878

Address: Newcastle City Council, NE1 8QH

NCC Housing Services @ East End

Email: eastend@yhn.org.uk

Website: www.newcastle.gov.uk/housing

Telephone: 0191 278 7878

Address: NCC Housing Services East End Community Hub, NE6 1DL

NCC Housing Services @ Kenton

Email: northkenton@newcastle.gov.uk

Website: www.newcastle.gov.uk/housing

Telephone: 0191 278 7878

Address: Newcastle Council Housing Services , NE3 3QJ

NCC Housing Services @ Outer West

Email: outerwest@newcastle.gov.uk

Website: www.newcastle.gov.uk/housing

Telephone: 0191 278 7878

NCC Housing Services @ Walker

Email: walker@newcastle.gov.uk

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

NCC Housing Services @ West End

Email: westend@newcastle.gov.uk

Website: www.newcastle.gov.uk/housing

Telephone: 0191 278 7878

Address: NCC Housing Services West End Customer Service Centre, NE4 9JH

Newcastle Private Rented Service at Newcastle City Council

Email: privaterentedservice@newcastle.gov.uk

Website: www.privaterentedservice.co.uk

Telephone: 0191 277 1438

Address: Fairer Housing Unit, NE1 8QN

Anchor

Website: <https://www.anchor.org.uk/>

Telephone: 0800 731 2020

Bernicia

Email: contact@bernicia.com

Website: <https://www.bernicia.com/>

Telephone: 0344 800 3800

Address: Bernicia HQ, NE63 0XF

Byker Community Trust

Email: enquiries@bykerct.co.uk

Website: www.bykercommunitytrust.org

Telephone: 0800 533 5442

Address: 17 Raby Cross, NE6 2FF

Home Group

Email: contactus@homegroup.org.uk

Website: <https://www.homegroup.org.uk/>

Telephone: 0345 141 4663

Address: One strawberry lane, NE1 4BX

Housing 21

Email: enquiries@housing21.org.uk

Website: <https://www.housing21.org.uk/our-properties/search-our-properties/>

Telephone: 0370 192 4000

Address: Housing 21 Head Office, B16 8TP

Places for People

Email: central.lettings@placesforpeople.co.uk

Website: www.placesforpeople.co.uk

Telephone: 01772 667002

Address: Places for People, NE1 5JE

Karbon Homes

Email: info@karbonhomes.co.uk

Website: <https://www.karbonhomes.co.uk/>

Telephone: 0808 164 0111

Address: Number Five, NE12 8EG

Methodist Homes Housing Association (MHA)

Website: <https://www.mha.org.uk/>

Telephone: 01332 296200

Address: MHA, DE1 2EQ

Related Articles

[Vandalism and graffiti](#)

[Getting repairs and decorating done](#)

[Problems with your neighbours](#)

[Help with energy problems and how to pay for them](#)

[Dealing with rubbish and pests](#)

[Help with gardening](#)

[Getting advice about your landlord or housing issues](#)

[How to pay for adaptations to your home](#)

[Housing for older people](#)

[Practical help to move home](#)