Do you need help with housing?

MIC MONEY INFORMATION CENTRE

Local services offering free, confidential and impartial advice for housing problems.

Housing Advice

These services offer telephone, digital and face to face support to anyone in Leeds, including help with housing rights, rent arrears (rent or mortgage), landlord problems, repairs, complaints and evictions etc.

Better Leeds Communities

☎ 0113 275 4142
✉ advice@betterleeds.org.uk
🌐 betterleeds.org.uk/our-services/housing

Leeds Citizens Advice and Law Centre

☎ 0808 278 7878
🌐 citizensadviceleeds.org.uk/housing-2

Shelter Emergency Helpline & Webchat

National digital and telephone services offering advice and advocacy on housing rights and options.

🕒 Mon-Fri 8am–5pm
☎ 0808 800 4444
🌐 england.shelter.org.uk/get_help

Further details on these services and more
www.leedsmic.org.uk

Leeds MIC
@Leedsmic

Help with Housing Costs

If you're on a low income, you may be eligible for help with housing costs through Universal Credit or Housing Benefit. For advice and support on benefits, existing claims and other financial support, visit LeedsMIC.

moneyinformationcentre.leeds.gov.uk/money-debt-and-benefits/benefitsadvice-and-universal-credit

Debt and Arrears

If you are behind on household bills, have housing debt or have rent or council tax arrears, help is also available through debt advice services listed on Leeds Money Information Centre.

moneyinformationcentre.leeds.gov.uk/money-debt-and-benefits/debt-and-money-advice

Crisis Payments

Apply for support if you are experiencing an emergency or crisis. The Crisis Payments scheme can provide support with:

- food and fuel costs
- the purchase of essential appliances and furniture
- the purchase of carpets
- removal costs for people fleeing violence or the threat of violence

www.leeds.gov.uk/benefits/help-with-food-and-bills

Housing Payments

Housing Payments are extra payments if you need help with rent or housing costs and can be used to help with rent shortfalls, rent arrears, rent deposit, bond or rent in advance.

You must be in receipt of Housing Benefit or the Housing Element of Universal Credit to be eligible.

www.leeds.gov.uk/benefits/housing-payments

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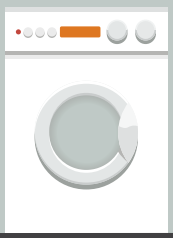


Housing Support

Engage Leeds

If you are over the age of 18, would benefit from person centered support and need help to remain in your home, move to a new home or to prevent homelessness.

☎ 0113 380 7615
✉ referrals@engageleeds.org.uk
🌐 engageleeds.org.uk

Our Way Leeds

If you are aged 16–25 and need support with housing challenges or transitioning to independent living.

☎ 0113 391 8000
✉ referrals@ourwayleeds.org.uk
🌐 ourwayleeds.org.uk

For low-cost furniture and white goods

🌐 moneyinformationcentre.leeds.gov.uk/housing/housing/household-goods

Energy and Utilities or Damp and Mould

Help if you need advice about energy and utilities including negotiating or complaints with energy suppliers or issues with damp, mould or condensation in your home.

Green Doctor

☎ 0113 238 0601
✉ greendoctorleeds@groundwork.org.uk
🌐 www.groundwork.org.uk/yorkshire/get-support/my-energy-and-heating

West Yorkshire Energy Affordability Helpline (Leeds Citizens Advice & Law Centre)

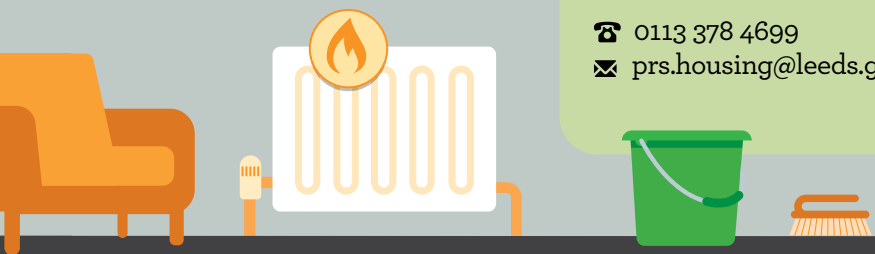
☎ 0800 448 0721
🌐 citizensadviceleeds.org.uk/energy-bills

Help for Housing Leeds tenants – LCC Damp and Mould Team

☎ 0800 188 4000
✉ dandmteam@leeds.gov.uk

Help for private renters – LCC Private Rented Housing team

☎ 0113 378 4699
✉ prs.housing@leeds.gov.uk



Leeds City Council – Help with Housing

Information about all Council housing services:

www.leeds.gov.uk/housing

Housing Options

Leeds Housing Options may be able to offer help and support for those homeless, at risk or in other housing situations, including leaving hospital, leaving prison, fleeing domestic violence, young people, leaving care and making medical home adaptions.

www.leeds.gov.uk/housing/homeless-or-at-risk

If you are at risk of being homeless within the next 56 days

housing.options@leeds.gov.uk

Street Outreach Service

If you are worried about someone who is sleeping on the streets.

0113 2459445
leeds.sos@cgl.org.uk

If you are homeless or have nowhere to stay tonight

Call or visit Leeds Housing Options main office.

0113 222 4412

Emergency out of hours
07891 273 939 or
0113 378 8366

Leeds Housing Options,
Merrion House,
110 Merrion Centre,
LS2 8BB

Apply for council housing

Check if you are eligible, find out how to apply and search for available council and housing association properties.

www.leeds.gov.uk/housing/finding-a-home/apply-for-council-housing

Housing Leeds

If you are a Leeds City Council tenant, your local housing office can help if you have a problem, complaint, rent arrears or are struggling with your tenancy.

0800 188 4000 / 0113 376 0410
HousingEnquiries@leeds.gov.uk

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