

Housing Signposting

Signposting for those who need advice surrounding housing and renting; guidance on the legal aspects of housing; help for those facing homelessness; and guidance surrounding house fires or flooding.

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General Information

- **UK Government 'How to rent' checklist** (info) provides guidance on renting on searching for a new home; what to do when you find a place; tenant and landlord requirements when living in the home; what to do at the end of the fixed period; and protection from eviction. Clear checklist on everything you should do as a tenant.
<https://www.gov.uk/government/publications/how-to-rent>
- **Durham SU** (info) has a range of resources surrounding living in college, private renting, renters' rights, and general guidance on housing. They also have a contract checking tool to assess renter contracts, a house viewing checklist, and a Tenants Fees Act factsheet (under 'Useful resources' at the link provided)
<https://www.durhamsu.com/advice-and-support/housing-support>
- **Durham University Student Housing Guide** (info) provides guidance on renting in the private sector in Durham, covering affordability, location, and housemates; searching for, securing and settling into accommodation; and general useful links for students searching for housing. (Can easily be found by googling 'Durham Student Renters Guide')
<https://www.durham.ac.uk/media/durham-university/wider-student-experience-/housing-hub/2025-Durham-Student-Renters-Guide---PRS.pdf>
- **Durham University Postgraduate Housing Guide** (info) provides information to help postgraduates make a decision about where to live in Durham, and guidance on house searching.
https://assets.prod.unioncloud-internal.com/document/documents/42557/PG_Housing_Guide_updated.pdf

- **Durham Tenants Union** (email advice) can provide advice if you are having problems with your landlord/college, or need guidance on tenants rights.
<https://www.durhamsu.com/groups/tenants-union>
 - Email: tenants.union@durham.ac.uk
- **UK Government** (info) provides information on proving your right to rent.
<https://www.gov.uk/prove-right-to-rent>
- **Citizens Advice- discrimination** (info) provides information on discrimination in housing, including how to check if it discrimination and how to take action.
<https://www.citizensadvice.org.uk/housing/housing-discrimination/discrimination-in-housing/>
- **Shelter** (info) provides information and advice about guarantors, who might need them, and who can be a guarantor.
https://england.shelter.org.uk/housing_advice/private_renting/guarantors_for_private_renters
- **The Tenants' Voice** (info/email) provides online guides to help tenants learn their rights and responsibilities when renting a property. They also have help and advice on moving, deposits, repairs, eviction, and student accommodation. You can email if you have specific questions that you need help with, and they will respond within one business day.
<https://thetenantsvoice.co.uk/>
 - Email: support@thetenantsvoice.co.uk

House Repairs and Complaints

- **Durham County Council** (email/info) provides information on types of mold and damp in your home, tenant and landlord responsibilities, and how to report damp and mold issues that have not been resolved. They may request to video call you to assess the problem.
<https://www.durham.gov.uk/dampandmould>
 - Email: privaterentedhousing@durham.gov.uk
 - Must provide name, address, contact number and email, brief description of the problem, and photos if possible.
- **Housing Ombudsman Service** (info) has information on how to complain to your landlord, the complaints service, help if your landlord is not responding to your complaint, and escalating a complaint.
<https://www.housing-ombudsman.org.uk/residents/how-to-complain-to-your-landlord/>
- **MoneyHelper** (info) provides information on your rights when renting, how to complain to your landlord, what to do if issues are not being fixed, what to do if your landlord is harassing you, and help if you are being discriminated against.
<https://www.moneyhelper.org.uk/en/homes/renting/how-to-sort-a-dispute-with-your-landlord>

- **Citizens Advice- landlord repairs** (info) gives information on the responsibilities of the landlord, what to do if your home is not safe to live in, how to ask your landlord to make repairs, and what to do if they do not make repairs.
<https://www.citizensadvice.org.uk/cymraeg/Tai/repairs-and-housing/repairs-and-housing-conditions/whos-responsible-for-repairs/check-if-your-landlord-has-to-do-repairs/>
- **UK Government** (info) provides information on who is responsible for repairs in a privately rented property, and who to contact if the repairs are not done or the house is not fit to live in.
<https://www.gov.uk/private-renting/repairs>

Homelessness

- **Shelter** (emergency helpline/free legal advice/webchat/info) provide advice and support for those having housing issues or experiencing homelessness. Their emergency helpline and webchat offer urgent advice if you are homeless; have nowhere to stay tonight; are at risk of harm or abuse in your home; or are worried about losing your home in the next 2 months. They have solicitors available for free legal advice and to attend court for those who have lost their homes or are facing eviction. The website has expert information on everything from reclaiming your deposit to applying as homeless.
https://england.shelter.org.uk/get_help
 - Phone: 0808 800 4444
 - Available Mon-Fri 8.00-18.00, closed on bank holidays
 - Webchat: https://england.shelter.org.uk/get_help/webchat
 - Available Mon-Fri 8.00-18.00, closed on bank holidays
- **Durham County Council Housing Advice** (emergency freephone/info/phone) can provide assistance for those who are homeless or at risk of homelessness within 24 hours. They will assess your situation, offer emergency accommodation if needed, and help you plan for longer term housing, even if you do not have paperwork. They also provide advice and information for those generally at risk of homelessness or who need housing advice on their website, and via a non-emergency phone.
<https://www.durham.gov.uk/homelessness>
 - Emergency phone: 08081 968 406
 - Available 24/7
 - Non-emergency phone: 03000 268 000
 - Available Mon-Thurs 8.30-17.00, Fri 8.30-16.30
 - Email: housing@durham.gov.uk

- **De Paul Charity- Nightstops** (free overnight accommodation) places young people from 16-25 in the homes of vetted and trained volunteer homes so they have somewhere safe to stay for the night. As well as a bed for the night, hosts will provide meals, washing facilities, and a friendly listening ear. You can phone or email to receive same night emergency accommodation. They also provide longer-term accommodation to help young people get back on their feet.
(Contact details listed below cover the North East of England only, which includes Durham. Use the 'find a Nightstop' feature on the website to find contact details for other regions)
<https://www.depaul.org.uk/nightstop/>
 - Phone: 01912536164
 - Available: Mon-Fri, 9.00-16.00
 - Email: nightstopne@depaulcharity.org.uk
- **Homeless link** (database of homelessness services) allows you to look for hostels, nightshelters, and other services for homeless individuals, including how you can be referred.
<https://homeless.org.uk/homeless-england/>
- **Women's Aid** (directory for refuge) provides details of local, regional, and national services specialising in violence against women and girls. Regularly updated so you can find the right local support when you need it most, including refuge and resettlement.
<https://womensaid.org.uk/information-support/womens-aid-directory/>
- **AKT** (info/live chat/support referrals) provides information, advice, and support for LGBTQ+ young people between 16 and 25 who are experiencing homelessness or living in a hostile or abusive environment. You can complete a referral form or use live chat to get help.
<https://www.akt.org.uk/get-immediate-support/>

Repossession and Evictions

- **Shelter** (info) has information on evictions, including the landlords powers, how soon you need to leave, how to deal with harassment and illegal eviction, free legal help and advice, and guidance on court appearances.
https://england.shelter.org.uk/housing_advice/eviction
- **UK Government** (info) has information on bailiff powers when they visit your home, what you can do when they visit, and how to complain about a bailiff.
<https://www.gov.uk/your-rights-bailiffs>
- **UK Government** (info) has information on repossession laws, processes, tenant rights, and available protections during repossessions.
<https://www.gov.uk/repossession>

- **Citizens Advice** (info) provides information on your rights if you are being evicted by the council or housing association, including what your landlord must do and how you can challenge the eviction.
<https://www.citizensadvice.org.uk/housing/eviction/getting-evicted/renting-from-the-council-or-housing-association/if-being-evicted/>

House Fires

- **Red Cross** (info/support line) provides information about what to do after a house fire, including contacting your insurer, what to do if you cannot stay in your home, checking your home is safe to be let into, and replacing important documents. They have a support line to contact for emotional and practical support if you would like to talk about any difficulties you are having, if you want to discuss other organisations which might be able to help, or if you want to talk about next steps to take.
<https://www.redcross.org.uk/get-help/prepare-for-emergencies/after-house-fire>
 - Phone: 0808 196 3651
 - Mon and Thurs 10.00-20.00, Tues, Wed, and Fri 10.00-17.00
- **Shelter** (info) provides information on who is responsible for damaged belongings, paying rent, and options if you have to move out temporarily or are made homeless.
https://england.shelter.org.uk/housing_advice/repairs/housing_help_after_a_fire

Storms and Flooding

- **UK Government** (info/floodline/textphone) provides information on what to do if you are about to be flooded, how to get emergency accommodation, how to report a flood, and what to do after a flood. They also operate a Floodline to get further advice and support on flood related issues, which is also available via textphone. Always call 999 if in immediate danger.
<https://www.gov.uk/help-during-flood>
 - Phone: 0345 988 1188
 - Available 24/7
 - Textphone: 0345 602 6340
 - Available 24/7
- **British Red Cross** (info/support line) has simple guidance on what to do before, during and after floods. They also have a support line if you are struggling to cope after a flood.
<https://www.redcross.org.uk/get-help/prepare-for-emergencies/how-to-prepare-for-floods-and-flooding#if-youre-struggling-to-cope-after-a-flood>
 - Phone: 0808 196 3651
 - Mon and Thurs 10.00-20.00, Tues, Wed, and Fri 10.00-17.00

- **National flood forum** (info/helpline) provides information on floods, reducing risk, preparing for flooding, what to do during a flood, recovering from floods, and insurance guidance. They have a helpline available which can provide callers with advice about flooding concerns and help them with further practical advice.

<https://nationalfloodforum.org.uk/>

- Phone: 01299 403 055
 - Available Mon-Fri 9.00-17.00