

This factsheet tells you about the services available for people in York who are homeless or in danger of becoming homeless. It tells you where to get advice and support in York.

All these services are available in one council building

West Offices, Station Rise,  
York YO1 6GA

08.30 - 5.00, Mondays to Fridays  
(closed on Bank Holidays)

Main Switchboard **01904 551550**

[www.york.gov.uk](http://www.york.gov.uk)

## Main contact

**Housing Options** at  
**West Offices Monday – Friday**  
**8.30am-5pm** (excl. bank holidays).  
Please try and come in before  
3.30pm.

Contact **Housing Options** on **01904 554500** or  
[housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)



## Citizens Advice York

Various drop-in times and outreach services across the city  
West Offices, Station Rise, York YO1 6GA **03444 111444**

## Housing Benefit and Welfare Benefit Team

Application for Council Tax Benefit, Housing Benefit and welfare benefit advice. Assistance with Universal Credit applications (appointment needed). Tel: **01904 551556**

## Housing Standards & Adaptations

Advice for private rented sector tenants & landlords, improvement loans for homeowners Tel: **01904 554050** Email:  
[housing.standards@york.gov.uk](mailto:housing.standards@york.gov.uk)

## Social housing – North Yorkshire Home Choice.

Contact City of York Council  
**Housing Registrations**  
**01904 554044**  
[housing.registrations@york.gov.uk](mailto:housing.registrations@york.gov.uk) or  
visit  
[www.northyorkshirehomechoice.org.uk](http://www.northyorkshirehomechoice.org.uk)

## York Learning

provide a range of part time and evening adult learning courses in York, as well as career advice and apprenticeships.  
[yorklearning.org.uk](http://yorklearning.org.uk) **01904 554277**

## Please contact these other services direct

### Foundation Legal

Specialist housing advice

The Raylor Centre

James Street

York. YO10 3DW

Phone **01904 557 490**

Also provides housing Duty Court Service

### Independent Domestic Abuse Services (IDAS)

Support, advice and accommodation for adults experiencing or escaping domestic violence/abuse

Outreach service 01904 **646036**

Refuge **01904 646630**

Helpline **03000 110 110**

Or 24 hour helpline **0808 2000 247**

**In an emergency call 999 and ask for the Police**

### Young People's Services

Sycamore House, Clarence Street, York

**01904 555400**

**Changing Lives** Advice & support for drug or alcohol users and their families

3, Blossom Street, York YO24 1AU

**01904 464680**

**Emergency Duty Team – Out of Hours**  
Service for Homeless

**01609 780780**

### Salvation Army

Support & advice for single people who are homeless or rough sleeping

Drop-in service 10am to 12pm weekdays

63 Lawrence Street, York YO10 3BU

**01904 416562**

### Carecent

Food and clothing provision

Central Methodist Church,

St Saviourgate, York YO1 8NQ

Breakfast Monday - Saturday – 8.30am – 10.45am

Clothing (by referral only) Monday – Saturday 9.00am – 10.30am

**01904 624244**

### Changing Lives – Oaktrees

A 12 step structured day treatment for individuals experiencing drug and/or alcohol addiction

Bowes Morrell House, 111 Walmgate,

York YO1 9UA

**01904 621776**

**Polish :** Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

**Turkish :** Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

**Cantonese:** 这将告诉你如何解决住房问题。 我們可以您所需的語言提供該資訊