

On the back of this factsheet is a map showing where to go for help with housing or housing-related issues.

City of York Council works in partnership with a number of organisations to provide the best possible service to people who need help or advice with housing.

The map over the page shows you where organisations are along with addresses and, where possible, phone numbers.

All the organisations shown in the map are in York city centre and are within walking distance.

Other Agencies

Social Services Emergency Duty Team:

Provide out of hours emergency homeless service.

Operate outside normal working hours from 17:00 – 08:30 and Weekends & Bank Holidays. Tel. [01609 780780](tel:01609780780)

IDAS If you are fleeing domestic violence or abuse, support and emergency accommodation is available **phone:** [03000 110 110](tel:03000110110) or 24hr national helpline: [0808 2000 247](tel:08082000247)**e-**

mail: info@idas.org.uk

Website: idas.org.uk

In an emergency ring 999 and ask for the Police

Please contact us at housing options if you would like any more help or if you have any problems accessing the organisations shown.

Housing Options

West Offices, Station Rise, York, YO1 6GA

Monday – Friday 8.30am-5pm (excl. some bank holidays). Please try and come in before 3.30pm.

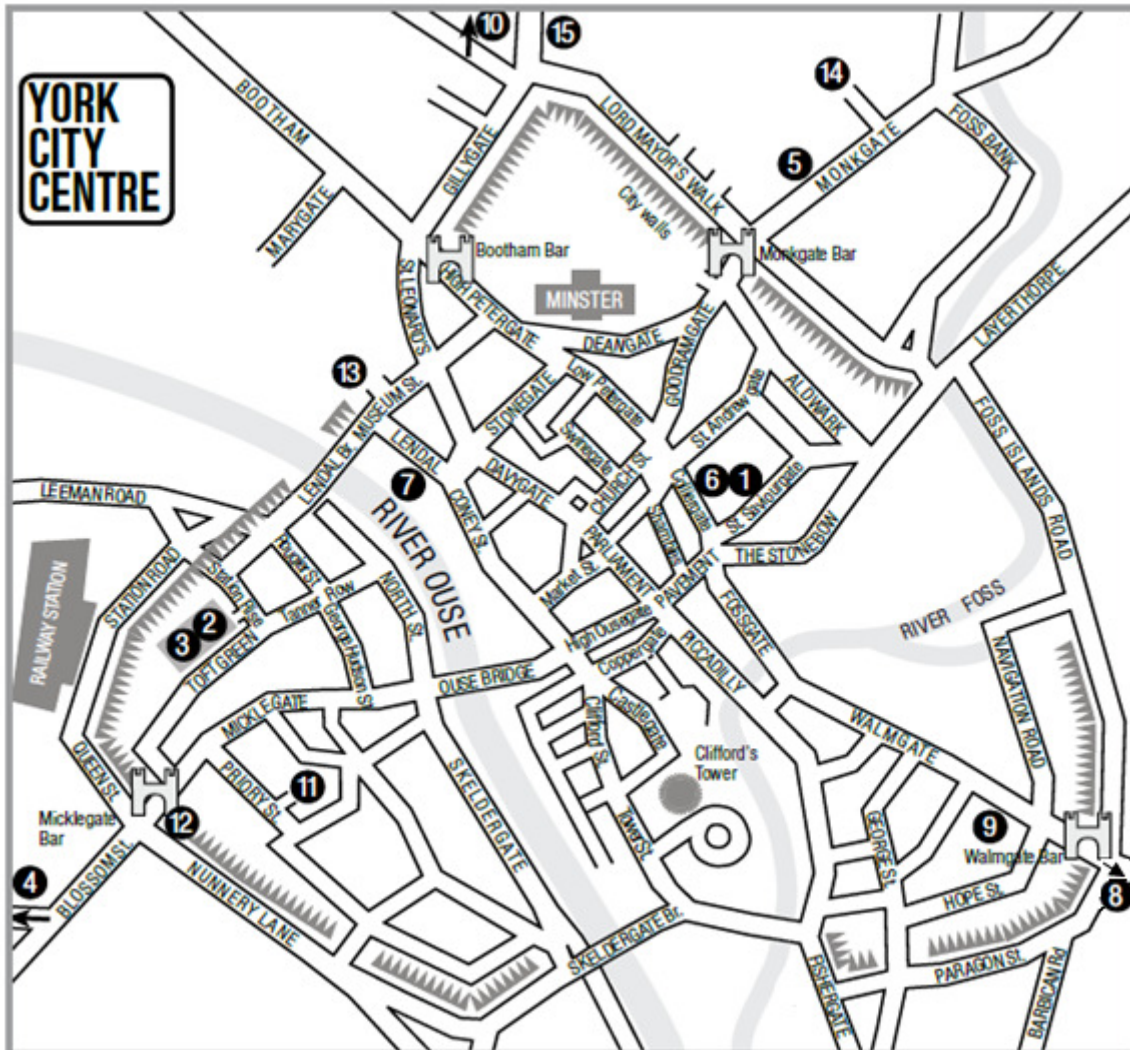
Telephone: [01904 554500](tel:01904554500)

Email: housing.options@york.gov.uk

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



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| 1 Carecent | Central Methodist Church, St Saviourgate |
| 2 Citizens' Advice York | based at Customer Centre. Tel. 03444 111 444 |
| 3 Customer Centre | West Offices, Station Rise. Tel. 01904 551550 |
| for most Council Services including: | Housing Benefits. Tel. 01904 551556 |
| | Housing Options Team. Tel. 01904 554500 |
| | YFAS. Tel. 0808 168 5238 |
| | Youth Homeless Workers. Tel. 01904 553585 |
| | Youth Offending Team. Tel. 01904 554565 |
| 4 Howe Hill for Young People | 136 Acomb Road. Tel. 01904 553141 |
| 5 JobCentrePlus | 11 – 17 Monkgate |
| 6 National Careers Service | 18 – 19 Colliergate. Tel. 01904 656655 |
| 7 Post Office (main) | Lendal |
| 8 Salvation Army drop-in 10:00 – 12:00 Monday – Friday | 63 Lawrence Street York, YO10 3BU |
| 9 SASH | 107 – 109 Walmgate. Te. 01904 652043 |
| 10 Union Terrace Hostel | Tel. 01904 630500 |
| 11 York CVS | 15 Priory Street. Tel. 01904 621133 |
| 12 York Drug and Alcohol Services | 3 Blossom Street. Tel. 01904 464680 |
| 13 York Explore Library | Museum Street. Tel. 01904 552828 |
| 14 YorSexual Health | 31 Monkgate. Tel. 01904 721111 |
| 15 Young People's Services | Sycamore House, Clarence Street. Tel. 01904 555400 |