

ADVICE SHEET 8: Advice for finding a place to stay if you're street homeless

Find an urgent place to stay - speak to a Shelter adviser and get help finding somewhere to stay. Call **Shelter's free advice helpline** on 0808 800 4444

8am – 8pm on weekdays and 8am – 5pm on weekends, 365 days a year Specialist help is available if you're:

- [aged 16 to 17](#)
- [experiencing domestic abuse](#)

Advice on getting temporary housing:

To get a place in most hostels and night shelters you'll need to be referred.

This usually means someone will need to call them on your behalf and ask if they have any free spaces.

How to get a referral:

Find out how to get a referral to a hostel or night shelter near you on the [Homeless Link](#) site www.homeless.org.uk

A few hostels and night shelters will let you call them yourself or turn up in person. This is sometimes called self-referral or direct access.

Find out if there are any shelters you can refer yourself to on the [Homeless Link](#) site www.homeless.org.uk

[Get Connected www.themix.org.uk](#) – 0808 808 4994 (1pm to 11pm every day) gives advice for young people under 25. You contact them by phone, email, text or webchat. They can support you and talk through your options. Or you can use the [Get Connected directory www.themix.org.uk](#) to find housing advice organizations in your area.

24 hour National Domestic Violence Helpline www.refuge.org.uk – call 0808 2000 247 if you are a woman fleeing domestic violence.

Types of temporary housing you can get:

Find out on shelter's website about the different types of [emergency temporary housing](#) you can get if you're homeless and on the streets. You can also find out how much staying in temporary housing will cost you. This information can be found at: www.shelter.org.uk/housing_advice/homelessness/temporary_housing_if_youre_homeless

Find out about other [practical help](#) with your needs while on the streets, including where to

get the following:

- hot meals
- showers
- clothing
- advice
- support
- training

The above practical help can be found at www.shelter.org.uk/housing_advice/homelessness/articles/get_practical_help_if_youre_on_the_streets

Housing Needs Service - Contact information

Suffolk Coastal District Council
East Suffolk House
Riduna Park
Station Road
Melton
IP12 1RT

01394 383789

Housing.options.scdc@eastsoffolk.gov.uk

For agencies:

dutytorefer.scdc@eastsoffolk.gov.uk

Waveney District Council
Customer Services Centre
Marina
Lowestoft
Suffolk
NR32 1HH

01502 562111

Housing.options.wdc@eastsoffolk.gov.uk

For agencies:

dutytorefer.wdc@eastsoffolk.gov.uk

On line Referral Form

Suffolk

Coastal: <https://hpa2.org/refer/SUFFOLK>

Waveney: <https://hpa2.org/refer/WAVE>