

# SHELTER'S HELPLINE IS FOR EMERGENCIES ONLY



The people who need us most can't always get through.  
Please only give our helpline number to clients who are:

- homeless or will be soon
- at risk of harm in their home

For everything else – tell clients to search 'Shelter housing advice' or visit [shelter.org.uk/housing\\_advice](https://shelter.org.uk/housing_advice).

Our website has advice and information that can help with issues including disrepair, ending a tenancy, landlord harassment and eviction.

**Help us get the right outcome for your clients.  
Only signpost to our helpline if it's an emergency.**

If you are a housing professional, for advice, training, and help with legal and practical issues visit [england.shelter.org.uk/professional\\_resources](https://england.shelter.org.uk/professional_resources)

