

# 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 - 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](http://www.homeless.org.uk) site [www.homeless.org.uk](http://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.

The Mix ([www.themix.org.uk](http://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.

24 hour National Domestic Violence Helpline [www.refuge.org.uk](http://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](http://www.shelter.org.uk/housing_advice/homelessness/temporary_housing_if_youre_homeless)

## Get practical help

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](http://www.shelter.org.uk/housing_advice/homelessness/articles/get_practical_help_if_youre_on_the_streets)

## Contact us

If you need advice, assistance and support with your housing needs, please contact Southwark Council's Housing Solutions service.

Housing Solutions service

25 Bournemouth Road, Peckham Rye, London, SE15 4UJ

**020 7525 4140**

Out of hours phone:

**020 7505 5000**

[housing.options@southwark.gov.uk](mailto:housing.options@southwark.gov.uk)

Call Southwark Advocacy and Support Services (SASS) for further information on 020 7593 1290 or for more information on the council's work in this area please access information on the Southwark Council web site at [www.southwark.gov.uk](http://www.southwark.gov.uk)