

Let's talk

Tel: **0330 175 5121** (free advice line)

Legal: **0344 515 1880** (Only for Legal Aid appointments)

Web: [england.shelter.org.uk/get_help/local_services/devon](https://www.england.shelter.org.uk/get_help/local_services/devon)

Opening times

Monday to Friday, 9am – 5pm

We can provide help and advice via the free advice line, emergency helpline, online webchat, or our drop-in service.

Drop-in service at Shelter – Devon, Ernest English House, Buckwell St.

Plymouth, PL1 2DA

On Mondays & Thursdays 10am – 12pm

For an initial assessment of your housing advice needs

For referrals to our services please email to: devon@shelter.org.uk
(please include contact details of the client, attach relevant documents, details of income & evidence)

Get help fast – go online

For information, advice pages, details of how to access our webchat facility, and access to our emergency helpline, visit:

[england.shelter.org.uk/get_help](https://www.england.shelter.org.uk/get_help)

Shelter's Emergency Helpline **0808 800 4444** (for urgent cases) open Monday – Friday from 8am to 8pm & Saturday – Sunday 9am–5pm (calls are free from UK landlines and main mobile networks)

Check if you can get legal aid by visiting [gov.uk/check-legal-aid](https://www.gov.uk/check-legal-aid)



SHELTER ©Shelter, the National Campaign for Homeless People Limited 2021.
Registered charity in England & Wales (263710) and Scotland (SC002327)

SHELTER

Devon & Cornwall

GOT A HOUSING PROBLEM?



CONTACT US FOR EXPERT ADVICE

If you don't speak English, we'll translate our words into your language.

What we do nationally

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

Home is a human right. It's our foundation and it's where we thrive. Yet, every day millions of people are being devastated by the housing emergency.

We exist to defend the right to a safe home. Because home is everything.

Your voice matters!

Come along to our lived experience group and find out how your personal experiences give you expert knowledge of housing and homeless issues and how we can work together to make the housing system fairer for everyone.

Numbers are limited so please email: Kate_Shears@shelter.org.uk for details and more information.

Get Involved

Have you noticed common issues with housing locally? From disrepair to unfair evictions, contact hub's community organiser Jack_Spooner@shelter.org.uk to get involved in campaigning for widespread change to housing in Plymouth.

Talk to us

Don't be afraid to tell us all about your housing situation. Our advisers want to be able to advise you fully and treat everything you say in strictest confidence.

What we do locally

We provide advice and specialist help for those with a housing or housing related problem. We deal with clients who are eligible for advice under Legal Aid rules, both certificated and Legal Help cases; but also offer a service, subject to capacity, to those who are not eligible for Legal Aid. We also run a court desk service on possession hearings at Plymouth Combined Courts, Torquay and Newton Abbot County Court, and Barnstaple County Court.

Together, we can deal with:

At the Devon hub:

Court action
Notices seeking possession
Issues about disrepair
Housing allocations
Illegal Evictions
Homelessness
Advice about rent arrears

Nationally (via webchat):

Harassment
Successions
Deposit queries
Homeless applications
And more – please see england.shelter.org.uk for more details