

[Home](#) > [Residents](#) > [Housing](#) > [Housing options](#) > [Housing and homelessness advice](#)

Housing and homelessness advice

Last Modified September 19, 2025



Housing options

If you are homeless or threatened with homelessness it is important that you seek advice as soon as possible. Housing options can help you take steps to resolve your homelessness.

Housing options has a range of services available to try and prevent you from being made homeless or find somewhere to live if you have nowhere to stay.

If you are homeless or threatened with homelessness, housing options may have duties to help you under the Housing Act 1996 (as amended). Help available includes:

- Negotiation with your landlord if your tenancy is breaking down
- Help to find accommodation if you need to leave where you are living or if you have nowhere to stay
- Tenancy support to help you maintain or settle into your accommodation
- Family mediation if your parents or family members are asking you to leave

What to do if you are homeless

If you have nowhere to stay today, then you can attend our offices at Chapel Street Monday to Friday 1.00pm to 4.30pm.

You can also telephone us on 01253 477760.

Even if we are not able to offer you emergency accommodation we will still try and help you resolve your homelessness in the long-term.

For homelessness emergencies outside these times, please telephone 01253 477600.

What to do if you are threatened with homelessness

If you are threatened with homelessness within 56 days (e.g. your landlord has served you with an eviction notice, you cannot afford your rent or mortgage, etc).

Housing options will help you take steps to prevent you from becoming homelessness.

We will always try and find a way of helping you stay in your current accommodation. If we cannot, we will try to help you find suitable alternative accommodation.

Please make sure that you have to hand your eviction notice and details of your income and expenditure for when we see you.

What to do if you are struggling in your current accommodation

Housing options can provide advice on a range of issues such as:

- If you are experiencing domestic abuse
- If you are leaving the armed forces
- [How to join the housing register](#)
- [How to find accommodation in the private rented sector](#)
- If you are leaving care and do not know where you will be living
- What to do if you are going into or leaving prison
- If where you are living is impacting on your mental health
- If you are leaving hospital and cannot return home

Disrepair

If you are experiencing issues with disrepair speak to your landlord first, and if your landlord is not helping to address it, please [contact housing enforcement team](#).

Antisocial behaviour

If you are experiencing issues with antisocial behaviour, you can [make a complaint by reporting it online](#) or by telephoning Customer First on 01253 477477. Telephone lines are open Monday to Friday 9.00am to 5.00pm.

Contacting housing options

Telephone housing options on 01253 477760. We are sorry that our telephone lines can be very busy and it can be difficult to get through.

Telephone opening times

Due to a backlog and increased staffing pressures, housing options is reducing the operating hours of the phone line service for an interim period. The decision to reduce the phone lines is to prioritise keeping the office open.

- Phone lines will be open Monday, Tuesday, Thursdays and Friday mornings between 9.00am and 1.00pm. (excluding bank holidays).

Email - housing.options@blackpool.gov.uk

Office opening hours

If you need to speak with someone urgently and are unable to get through on our telephone lines, you can attend our offices on Chapel Street Monday to Friday 1.00pm to 4.30pm. Please be aware that if you call into the office you may have to wait to see someone.

Additional information

[Emergency help with housing](#)

[Referrals - including duty to refer](#)

Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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