






The Knowsley Housing Options Service

The Housing Options Service can give you help and advice on all aspects of housing.

What does the Housing Options Service Do?

We will always try to help everyone who contacts us and advise you what options are available to you, depending on your individual circumstances.

The Housing Options Service can:

-  **Help you to keep your existing home;**
-  **Help you find a property to rent;**
-  **Give you advice to help you out of housing difficulties;**
-  **Give you advice on what legal duties the Council has to you; and**
-  **Give you information or put you in touch with other agencies who can help you.**

Contacting Us

If you are facing difficulties with your housing you should contact us as soon as possible.

Do not wait until you have left your home or have to leave home very soon before you contact us.

The sooner you contact us, the more we can do to help you.

We offer advice and assistance the first time we speak to you, and if possible try to resolve your problem then. If we need to discuss the situation in more detail we will make an appointment to see you. In some cases this appointment may be at your home.





Contact Us

Housing Options Service

Tel: 0800 694 0280

9am – 5pm Mon – Fri (9am – 4pm Wednesday)

(An out of hours service is available on this number in an emergency)

You can also get this information in other languages and formats.

Please phone Customer Services on 0151 443 4031

or email customerservices@knowsley.gov.uk

www.knowsley.gov.uk