# How BCT Deliver Services

**Chief Executive**

**Finance and Resources**

- Finance and Budget Management
- Board and Governance
- Back Office Administration
- Human Resources

**Property**

- Investment Programme and Capital Works
- Asset Management
- Corporate Health and Safety
- Planned and Cyclical Maintenance

**Operations and Performance**

- Neighbourhood Management
- Tenancy Enforcement
- Customer Service
- Welfare and Employability Advice
- Customer Engagement and Involvement

- ICT
- Repairs and Maintenance
- Grounds Maintenance
- Income Management
- *Sheltered Housing

- Concierge and Cleaning

BYKER community trust

## Contact Us


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www.bykercommunitytrust.org


**Delivered directly by BCT**

**Delivered in partnership with Isos Housing – Isos Complete Support**

**Delivered under contract with Your Homes Newcastle**

*** Sheltered housing properties are allocated by the BCTs Neighbourhood Housing Team.**