

# 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



### Contact Us

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[www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)



Delivered directly by BCT



Delivered in partnership with Karbon Homes – Karbon Solutions Ltd



Delivered under contract with Your Homes Newcastle

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