



**REPLACEMENT BATHROOMS  
AND INTERNAL DOOR  
PROGRAMME GETS  
UNDERWAY**

**SEE PAGE 7**

**GROUNDS MAINTENANCE  
INSPECTORS NEEDED**

**SEE PAGE 17**

**FOLLOW US ON FACEBOOK  
@BYKERCOMMUNITYTRUST  
FOR ALL THE LATEST NEWS.**

Our freephone telephone number

**0800 533 5442**

is available for all enquiries and out of office hours emergency repairs.

- ☎ Option 1 for repairs (also out of hours emergencies)
- 📞 Option 2 for all rent enquiries
- 🏠 Option 3 for all housing enquiries
- 📠 Option 4 for all business enquiries



Jun 21 £38.4m

July 2012

Since July 2012, BCT has invested £38.4m worth of improvements!

## USEFUL NUMBERS

Concierge Service (Byker Wall residents)

**0191 278 8688**

Employment & Welfare Benefits

**0800 533 5442**

Housing Benefit / Council Tax (Switchboard)

**0191 278 7878**

## LANGUAGES

This information is about Byker Community Trust, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

Arabic: "يف بغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كالمت يتلا، تسرت ركياب ة عوم مجب تامول عمل ا هذه قل عتت" 244 5335 0080. مقر فتاه ىل ع كتدع اسمل مچرتم تامدخ بيترتب موقن فوسف كتغلب تامول عمل ا هذه ىل ع لوص حل"

České / Czech: Tato informace je o nadaci Byker Community Trust, která vlastní Byker Wall Estate v Newcastle upon Tyne. Pokud si tuto informaci přejete ve vašem vlastním jazyce, zajistíme tlumočníka, který vám pomůže na čísle 0800 533 5442.

Français / French: Ces informations concernent le fonds Byker Community Trust auquel appartient la propriété Byker Wall Estate à Newcastle upon Tyne. Si vous souhaitez recevoir ces informations dans votre langue, nous demanderons à un interprète de vous aider en appelant le 0800 533 5442.

Polonais / Polish: Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

Português / Portuguese: Esta informação é sobre a Byker Community Trust que é proprietária do Byker Wall Estate, em Newcastle upon Tyne. Se desejar esta informação na sua língua, trataremos de organizar um(a) intérprete para o/a ajudar através do 0800 533 5442.

русский / Russian: Здесь представлена информация о Byker Community Trust, которому принадлежит жилой комплекс Byker Wall в Ньюкасл-апон-Тайн. Если Вы хотели бы получить эту информацию на своем языке, мы подберем переводчика, который будет для Вас переводить, по номеру 0800 533 5442.

FRONT COVER PHOTO: Curious Monkey's colourful caravan visited the Estate in April where their staff met residents for a cuppa and a chat. Photo credit: picturesbybish.

Answers to the spot the difference on page 19.



# WELCOME TO THE SUMMER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

**This is the first newsletter published since we became part of the Karbon Homes family on 1 April. It is also my first introduction in the newsletter as the Assistant Director for Byker Community.**



Having worked as part of the BCT team for the last 10 years, I am excited about my new role and look forward to delivering the Community Pledge for you over the coming years. I will be working alongside Karbon colleagues and our partners to ensure you have a quality home and environment, and receive excellent services. As a reminder, further information on the Community Pledge can be found on our website.

Over the last few months, we've been working hard behind the scenes to integrate our services into Karbon. This has included finalising the investment programme and how that is going to be delivered and forming the new BCT Committee, who will monitor the level and quality of services delivered to you and ensure the Community Pledge is achieved.

We re-opened the neighbourhood office on an appointment-only basis and it's great to be welcoming you back into the office. We ask customers to continue to wear a face mask and sanitise their hands when visiting the neighbourhood office at Raby Cross.

I am delighted to see the first phase of the investment programme being delivered. As part of our Community Pledge, this includes the replacement of bathrooms with showers and internal doors. The company appointed to undertake these improvements is RE:GEN and on page 7, we've included the list of streets included in this first phase.

Another promise in our Community Pledge is that Byker customers will be able to access additional services delivered by Karbon. Silver Talk and Foundations for Life (see pages 14 & 15) are some of the free services now available to you.

This issue also includes details about our Byker Community Partnership Fund where customers and community groups can access grants of up

to £500 to deliver projects or activities that align with the nine key themes of the Thriving Byker Strategy – please turn to page 8 for more details.

We have provisionally organised some activities and events for all ages to participate in this summer. This includes trips to the farm and the seaside with further information on page 4, please register your interest if you'd like to join in with your family.



Finally, we'll be posting regular updates about the investment programme and summer events on our website and Facebook page. **You can follow us on Facebook @bykercommunitytrust**

Hopefully, the lovely warm weather and sunshine will continue throughout the school holidays.

**Michelle Bell**  
**Assistant Director – Byker Community**

# WHAT'S SUN

## Summer activity programme

At the time of this newsletter going to print, the following events were still scheduled to go ahead. Please keep an eye on our website and social media channels for any updates regarding the summer activities and events as these may be subject to change. All events are free unless otherwise stated.




### FREE TRIPS TO THE FARM AND SEASIDE


We have provisionally organised two trips this summer half term to the farm and seaside for BCT customers.



### TRIP TO SEAHOUSES

 Thursday 12 August 2021

 Seahouses, Northumberland

 For residents aged 55 and over.

Enjoy this free trip to Seahouses. While you're there, why not have a leisurely stroll around the village, visit the amusements, go on boat trip, treat yourself to some fish & chips and a walk along the beach.

  
limited to 70 people





  
limited to 135 people



### TRIP TO WHITEHOUSE FARM

 Friday 20 August 2021

 Whitehouse Farm, Morpeth, Northumberland

 Children and their parents. Under 16's will be required to have a responsible adult with them.

Includes free transport, free entry and packed lunch. You will need to pre-register for this event and it is limited to 135 people only - first come, first served.



### HOW DO I REGISTER?

Only BCT customers, who have pre-registered for the event, will be able to attend. To pre-register, you will need to complete an application form, which can be collected from the BCT reception at Raby Cross.

Once the maximum number has been reached, we will put any other applications onto a reserve list.

For updates and more information, please visit our website or Facebook page.



# BYKER'S BEST SUMMER EVER 2021

Adventures in Wheels, Movement, Digital, Creativity & Food



Off-site trips, stuff for the under 5's, a pop-up theatre and much, much, more!

Booking and registration is now open.

Please visit the **@bykercommunitytrust** Facebook page for more information. You can also follow **@Byker CYP Partnership** (also on Facebook) to keep up to date on latest developments or call **0191 230 5151**.

## Every Tuesday to Friday in August:

- **Lunch** 12pm-1pm – join us for lunch at two locations across the Estate
- 1pm-1.45pm & 2pm-2.45pm – activities for 8-12 year olds
- 3pm-4pm – activities for over 12s

## COMMUNITY PARTY

**Saturday 7 August**

The Cumberland Arms

12pm-4pm and 5.30pm-10pm.

A group of residents called Love is on the Map have organised a party with music, artists, workshops, lights in the trees, dancing and conversation. It will be a space for people to connect, build confidence and re-imagine the community.

To book, please email [cumbybookings@gmail.com](mailto:cumbybookings@gmail.com)





## DELIVERING OUR COMMUNITY PLEDGE

As part of our partnership with Karbon Homes, we created a Community Pledge which promises to deliver the improvements you told us you wanted in relation to your homes and your neighbourhood.

RE:GEN Group has been appointed to deliver the first phase of investment works. Over 360 homes on the Estate will form phase 1 of the improvement works and customers will benefit from modernisation works to their homes including bathrooms with showers, and new internal doors.

All homes across the Estate will receive a new bathroom with shower and new internal doors between 2021 and 2025, and we will then return to provide all customers with a new kitchen between 2025 and 2029. This ensures all customers will benefit from improvements to their home in the next few years of our partnership with Karbon.

Work has already started on site and all homes eligible as part of this phase will be surveyed. RE:GEN has set up a site office at 9 Finchale Terrace and James McCourt and Gill Sweeney will be the main contacts for customers on behalf of RE:GEN.



Gill



James



Internal doors



Replacement bathroom

## PROPERTIES INCLUDED IN FIRST PHASE

The following is a list of the streets that are included in the first phase of improvements. You will receive a letter from our contractor, RE:GEN who will need to organise a survey of your home and explain to you more about the work involved.

Homes will be eligible for a new bathroom including the installation of a shower and the replacement of internal doors.

If your street is not listed below, this means it will be in a different phase. Please keep looking at our website and in future issues of Byker News for updates on other phases.

If you have any queries regarding the internal works to your home, please do not hesitate to contact us on 0800 5335 442.

### Phase 1 – 2021/22 programme:

Ayton Rise	Glanton Close	Oban Gardens	St Peters Road
Bolam Coyne	Harbottle Street	Raby Crescent	The Brow
Commercial Road	Houlet Garth	Raby Cross	Whickham Gardens
Cushat Close	Laverock Court	Raby Street	
Finchale Terrace	Lilburn Close	Raby Way	
Garmondsway	Merle Gardens	Ruddock Square	

# BYKER COMMUNITY PARTNERSHIP FUND

The BCT Community Partnership Fund will award grants up to £500 to support projects that make a real difference in the community and to people's lives and wellbeing.

We are looking to support customers, residents and community groups that are working to one of the nine key themes of the Thriving Byker Strategy.



Pride and Ownership in the area	Health, Wellbeing and Mindfulness	Income Maximisation
A Cleaner and Greener Byker	A Safe Place to Live	Children and Young People
Hard to Reach Groups	Community Training and Employment	Digital Connectivity

Examples the funding can be used for:

- Buying equipment for community-based activities
- Funding a community event
- Contributing towards venue hire
- Funding projects or activities that support one or more of the themes.

For further information or an application form, please contact Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email [bijoli.deypurkaystha@bykerct.co.uk](mailto:bijoli.deypurkaystha@bykerct.co.uk)

All applications must demonstrate how the fund will benefit specific groups and/or the wider Byker community.



Abbieleigh

## BYKER SCOUTS POSTER CAMPAIGN

You may have seen this poster around the Estate. The poster was designed by Abbieleigh from 1st Byker Scouts who won a poster competition. Well done Abbieleigh!

Byker Scouts regularly look at ways they can make the community a nicer place to live and explore what action the children can take to improve issues within the local area.

The Beavers, Cubs and Scouts regularly undertake litter picks on the Estate but the older section wanted to design some anti-litter posters to make a stand and get the message out there. The Scouts would love to make Byker a cleaner and nicer Estate to live in, but to do so we need residents to help as well!

**Slam dunk the junk and do not litter!**



# PLEASE

HELP KEEP YOUR STAIRWELLS  
CLEAN AND TIDY

For your own  
safety, dispose  
of your waste  
properly!



## BECOME A CUSTOMER CLEANING INSPECTOR

Do you live in the Byker Wall or a  
communal block on the Estate?

Do you want to keep the area you  
live in clean and tidy?

If yes, then maybe you could help us... we're looking for customer cleaning inspectors to ensure the walkways and stairwells in the Byker Wall and other blocks are kept safe, clean and tidy. You will be supported by our staff to measure the standard of cleaning in your stairwell and be able to report incidents of waste or fly-tipping.

If you would like to help and make sure the block you live in is clean and tidy, please contact us on **0800 533 5442** or speak to your **Neighbourhood Housing Officer**.



# EMPTY UNITS CONVERTED INTO AFFORDABLE HOMES

Three former commercial units on the Estate are being converted into four one-bedroom affordable homes.

Work began in December 2020 to convert 71 Dunn Terrace, 66 Northumberland Terrace and the former district heating office

on Raby Street into modern, accessible homes with wet rooms.

This follows similar conversions of Erskine House and the conversion of some of the hobby rooms on the Estate and will help meet the high demand for

much-needed one bedroomed ground floor accessible accommodation.

The new homes will be available for rent from September. For further information, please contact your Neighbourhood Housing Officer.



Dunn Terrace



## SPECIAL MESSAGE FOR VOLUNTEER DALE

Byker resident Dale received a special message from one of his footballing heroes.

Newcastle United's Matty Longstaff praised the work he has done in the community after volunteering more than 300 hours with one of our key partners, the Newcastle United Foundation.

The footballer sent him a video message and said he was an inspiration to him and so many others.

Dale said, **"I love volunteering and helping out with the Foundation – it means everyone in the community can get out, have fun and enjoy themselves with sport and other educational activities too. It makes such a difference for so many people and that's what matters to me."**





# ARMED FORCES DAY 2021

Staff and residents from Armed Forces and Veterans Launchpad, who occupy Avondale House visited Byker Primary School in June to talk to over 60 Year 6 pupils about Launchpad and why we celebrate Armed Forces Day.

It was an opportunity for the children to ask questions and

understand why we celebrate and show our support to the men and women of the Armed Forces.

Thanks to funding from the BCT Community Partnership Fund to cover the costs of materials, the children were invited to make bunting, write thank you cards and design

toppings for a celebration cake. All the brilliant designs were then presented to serving personnel at The Fifth Battalion, The Royal Regiment of Fusiliers to show their appreciation.



# NORTHUMBRIA POLICE

# PARTNER PROFILE

**We work with lots of different partners to help deliver services and events across the Estate. Here, we highlight the work of Northumbria Police.**



As Northumbria Police's Neighbourhood Inspector for the east of Newcastle, it is my responsibility to make sure you feel safe in your community and that we are responding to what matters most to you.

Our station on Clifford Street is a stone's throw from the Byker Estate and Byker Community Trust is a key partner in our commitment to improving the lives of residents across the ward.

We want to make the area a safe place to live and work but we need the help of our residents if we are to succeed in cracking down on criminality and anti-social behaviour.

You are our eyes and ears on the street and so we need you to tell us where and when offences are being committed so we can make sure we are patrolling in the right places.

We can only take action against offences like drug supply and disorderly behaviour if you tell us where it is happening and who is involved. If you do then we have a proven track record of taking positive action.

The Coronavirus pandemic has been a challenging time for our officers and we understand the impact that the restrictions have had on the lives of people in our region.

As those restrictions are lifted, our officers will be working hard to minimise crime, disorder and anti-social behaviour but to do that we need your continued support.

Byker is a great community, the people are fantastic and I am proud to represent the area and continue to do everything I can to keep you safe and improve the lives of our residents.

Dave Whelan Sergeant Neighbourhood Policing

## NEW SAFER COMMUNITIES OFFICER

**Elizabeth Smith has been appointed as the Safer Communities Officer – Byker.**

Elizabeth is responsible for dealing with high risk anti-social behaviour cases across the Estate and will work closely with you and the police to deliver a pro-active service to prevent and deal with issues of ASB across the Byker community. Elizabeth joins the team from Karbon where she held a similar role and is a welcome addition to the BCT team.

If you have any issues you wish to discuss with Elizabeth, please contact her on **0800 533 5442**.



# EASTER FUN FOR ALL!



During the Easter half-term, a number of activities were held, and everyone who attended had an egg-citing time.



Photo credit: picturesbybish

Curious Monkey brought their colourful caravan onto the Estate in April to meet residents for a cuppa and a chat. The sun was shining down on Priory Green and staff from the theatre company told stories and gave away books. Here are a few photos from the week.



Photo credit: picturesbybish

## BECOME PART OF OUR CUSTOMER SCRUTINY PANEL

The Customer Scrutiny Panel plays a key role in supporting the work of BCT in a professional, supportive and constructive way.

The aim of the Customer Scrutiny Panel is for panel members to:

- carry out their own checks of Byker services, and if required, provide critical feedback on how they can be improved so that Karbon can work towards making them better
- review and set service standards in line with budget parameters
- monitor performance on complaints and customer satisfaction
- encourage further tenant involvement.

Panel members will be appointed for a term of three years and the panel will initially meet monthly, then meet as required with a minimum of six meetings per year.

The panel is made up of customers to work closely with BCT and to hold us to account and challenge us on issues that matter to them.

If you are interested in becoming a member and helping us to improve our services, please contact Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email **bijoli.deypurkaystha@bykerct.co.uk**

# SILVER TALK - IT MATTERS TO NATTER



**As part of our Community Pledge, Byker customers can access additional services delivered by Karbon. One of those is a free telephone befriending service called Silver Talk.**

The service is available to all Byker customers and gives people the opportunity to connect for regular, social telephone chats.

The service involves friendly, fully trained volunteers who contact customers for (up to) a 30 minute chat at the same time each week and is ideal for those who may feel lonely at times.

It's completely up to you what is talked about on each call and it can last the whole 30 minutes or just five minutes. Our Silver Talk volunteers will provide users with both friendship and lots of information about services and activities that could benefit them.

You can apply to join the free service or, if you know somebody who may benefit from using this service, then you can let us know.

For more information about Silver Talk, please call **0191 223 8662**.

# A BRIGHTER FUTURE FOR WALTER



Foundations for Life is a free service delivered by Karbon to help customers develop their employability and digital skills, to help them get into work, progress their careers or simply develop new skills.

Walter is a Karbon customer who has turned his life around. The death of his cherished mum followed by a medical diagnosis meant he could no longer work and had left him struggling, isolated and vulnerable.

One of Karbon's Wellbeing Coaches started working with him to help him get his life back on track and the help he needed.

- **Training.** Karbon's Community Investment Team suggested a course called Digital Voices. They thought it would be a perfect way to help Walter become familiar with digital devices and introduce him to the internet and the many ways it can help to make life easier and more interesting. After completing the course, Walter was able to borrow an iPad to continue becoming comfortable with using the internet.
- **Mental wellbeing.** Karbon's Foundations for Life Team has provided one-to-one support to improve Walter's confidence and find opportunities for him to become more involved in the community and join new groups including a local mens' group. Using his iPad, Walter is now taking part in a 'building resilience' course, where he has made new friends and has become an active and positive participant.



Fast forward to today and Walter is feeling confident and excited about the future. His next goal is to find a local singing group to join and eventually he'd love to make his own record. He's also about to start a computer course called 'Learn My Way' so he can continue to get confident using a computer and the internet.

To find out how the Foundations for Life Team can help maximise your potential, increase your digital skills and consider career options, email [foundations@karbonhomes.co.uk](mailto:foundations@karbonhomes.co.uk) or call **0191 223 8750**.

## TRAINING AVAILABLE AT ST. MARTIN'S CENTRE

**St. Martin's Centre are running 6 weeks of training in their in-house café and nursery.**

The training is available to local residents (over 18 years) who are currently unemployed and looking to return to employment.

The team can offer hands-on experience and help with moving on in terms of CV writing, jobs and volunteering.

Nursery training is available from September 2021. For more information, please call **0191 276 4002** and ask to speak to Mel.

# YOUR FEEDBACK - COMPLAINTS AND COMPLIMENTS (April – June 2021)

Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes.

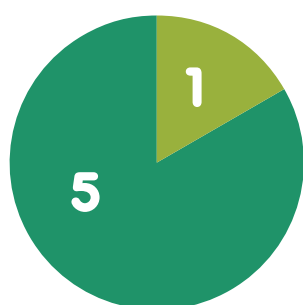
If you receive a poor service, then please tell us about it so we have the opportunity to put things right. We greatly appreciate your time and view any feedback as an opportunity to improve our services.

We're always listening and ready to work hard to resolve your concerns straight away. We received eight complaints in Q1 (1st April - 30th June 2021).

## Complaint Outcomes Q1 2021-22:

**Upheld:** BCT agrees that the complaint was justified.

**Not Upheld:** BCT does not agree that the complaint was justified.

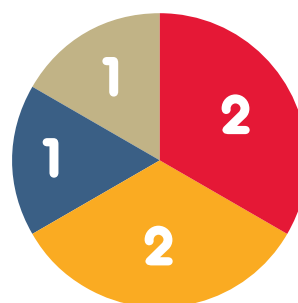


- Informal: BCT aims to deal with and attempt to resolve a complaint at the first point of contact.
- Stage 1: Customer feels that BCT has not listened or resolved the initial complaint or the complaint is recurring.
- Stage 2: Complaint is still not resolved and customer asks for a further review.

## Complaint Types by Service Area Q1 2021-22:

Informal

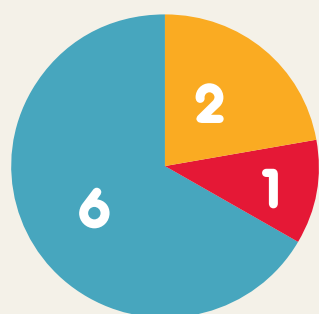
Stage 1



- Repairs and Maintenance
- Estate and Environment
- Rents / Income Team
- Investment Programme
- Anti Social Behaviour

## Compliments Q1

Compliments also tell us what we are doing right. We received nine compliments in Q1 (1st April - 30th June 2021).



- Housing Management
- Repairs and Maintenance
- Grounds Maintenance
- Investment Programme

"Excellent workers, very polite and friendly. Very professional left my house spotless. Thank you."

"Malone's did a great job in upgrading our heating system. Both the boiler and new radiators work much better now. Many thanks to you and everyone at Malone's for a faultless job in communicating with us, answering our questions and of course the efficient upgrade work on the day itself."

"The guys were very helpful, explaining everything they were doing. Also explaining to us on completion. Friendly, respectful bunch."

"We are very happy and very satisfied."

"It's really nice to have the temperature in the house just right now and not hot or cold, everything went very smoothly and could not fault workmen at all a really nice bunch of lads."

"Improvements are great, was shown how to use it all, thanks."



# IMPROVE THE AREA YOU LIVE IN AND GAIN NEW SKILLS

**We're looking for grounds maintenance inspectors.**

We're asking for customers to come forward and act as grounds maintenance inspectors for the area you live. You will also learn new skills which you can add to your CV for future employment.

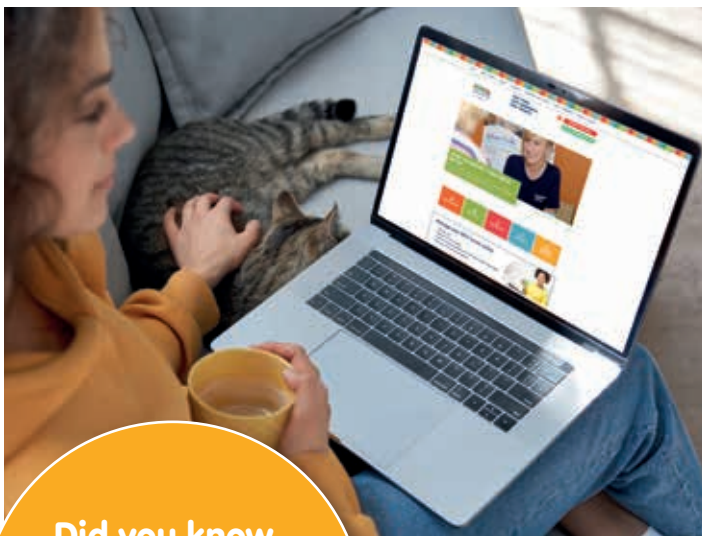
When our grounds maintenance teams have completed work in your area, you'll then be given a survey to fill in and return to us with your valuable feedback on the service they have provided.

The survey will take no more than 20-30 minutes to complete and you'll be given a freepost envelope to return your survey. Alternatively, you can hand it to your Neighbourhood Housing Officer.

The survey asks questions about the quality of work that has been undertaken and if you're satisfied with the level of service that has been delivered. It also gives you the opportunity to raise any issues or concerns that you may have, so we can quickly respond to these.



For more information about becoming a Grounds Maintenance Inspector, please call us on Freephone **0800 533 5442** or pop into the BCT neighbourhood office.



**Did you know, the BCT portal on our website allows you to:**

- Pay your rent
- View your rent account statements
- Request and view repairs
- View your account details and amend your contact details

It's free and easy to use. Simply register for an account and everything is available at your fingertips at [www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)

## WE'D LOVE YOUR FEEDBACK!



Over the summer, we will be asking for your views on the STAR survey (Survey to Tenants and Residents).

We'd love to get your feedback so we can find out how satisfied you are with the services we're delivering and more importantly, identify areas where we still need to improve.

We'll provide an update in the next issue of Byker News!

# BCT NEIGHBOURHOOD OFFICERS

Each officer is responsible for looking after particular areas of the Estate and you can contact them to discuss any issues you may have.



**Emma Foulis**

Areas covered are:

Avondale Rise	Priory Green
Brinkburn Square	Priory Place
Brinkburn Street	Raby Crescent
Brock Square	Raby Street
Brock Street	Raby Way
Dibley Square	Rabygate
Dibley Street	Shipleigh Place
Gordon Road	St Michael's Mount
Gordon Square	The Chevron
Norfolk Square	



**Craig Cross**

Areas covered are:

Brinkburn Close	Kendal Green
Brinkburn House	Kendal House
Brinkburn Lane	Kendal Place
Brinkburn Place	Kendal Street
Clive Place	Low Fold
Dalton Crescent	Northumberland Tce
Dalton Street	Salisbury House
Dunn Terrace	Shipleigh Walk
Gordon House	Tom Collins House
Graham House	Wolseley House



**Rebecca Pegg**

Areas covered are:

Ayton Rise	Jubilee Terrace
Benson Place	Kirk Street
Bolam Coyne	Laverock Court
Chirton Wynd	Lilburn Gardens
Commercial Road	Manor House Close
Cushat Close	Merle Gardens
Finchale Terrace	Oban Gardens
Garmondsway	Old Vicarage Walk
Glanton Close	Raby Cross
Harbottle Street	Ruddock Square
Harriot Place	St Peters Road
Headlam Green	The Brow
Houlet Garth	Village Place
Janet Square	Whickham Gardens
Janet Street	



**Jennifer Elliott**

Areas covered are:

Bamburgh Terrace	Jane Street
Byker Crescent	Long Headlam
Carville Rise	Michaelgate
Cheviot Mount	Shipleigh Rise
Chirton House	Spires Lane
Fairless Gardens	St Lawrence Court
Felton Green	Thornbrough House
Felton House	Winship Gardens
Felton Walk	Winship Terrace
Grace Street	
Harvey Gardens	
Headlam House	
Headlam Street	

# £25 PRIZE WORDSEARCH

C K K G A U E D A L Y A M M  
 I G L N T H F S P G N I E S  
 P N M L H H A E S L L D A O  
 M I T L L D Y R E D T Y G L  
 Y T O A E S E L D R U H N N  
 L F K D T T W A I O S H I O  
 A I Y N E W L M T I O P M L  
 R L O N P H E W E O L T M H  
 A T L M O D O Y Y M G W I T  
 P H O E A E G G O Y A T W A  
 N G U L P E W D R D E L S T  
 R I L G O L D L K E H A F N  
 M E I G U R A A F E G M T E  
 P W Y A D T P H E L P O F P

Complete the wordsearch to win a £25 Eldon Square voucher to spend on whatever you fancy!

Gold Paralympic  
 Athlete Pentathlon  
 Hurdles Swimming  
 Tokyo Weightlifting  
 Medal Flame



Congratulations to **Jack Elliott** who won the last wordsearch competition!

Name:	Address:
Postcode:	Daytime telephone number:

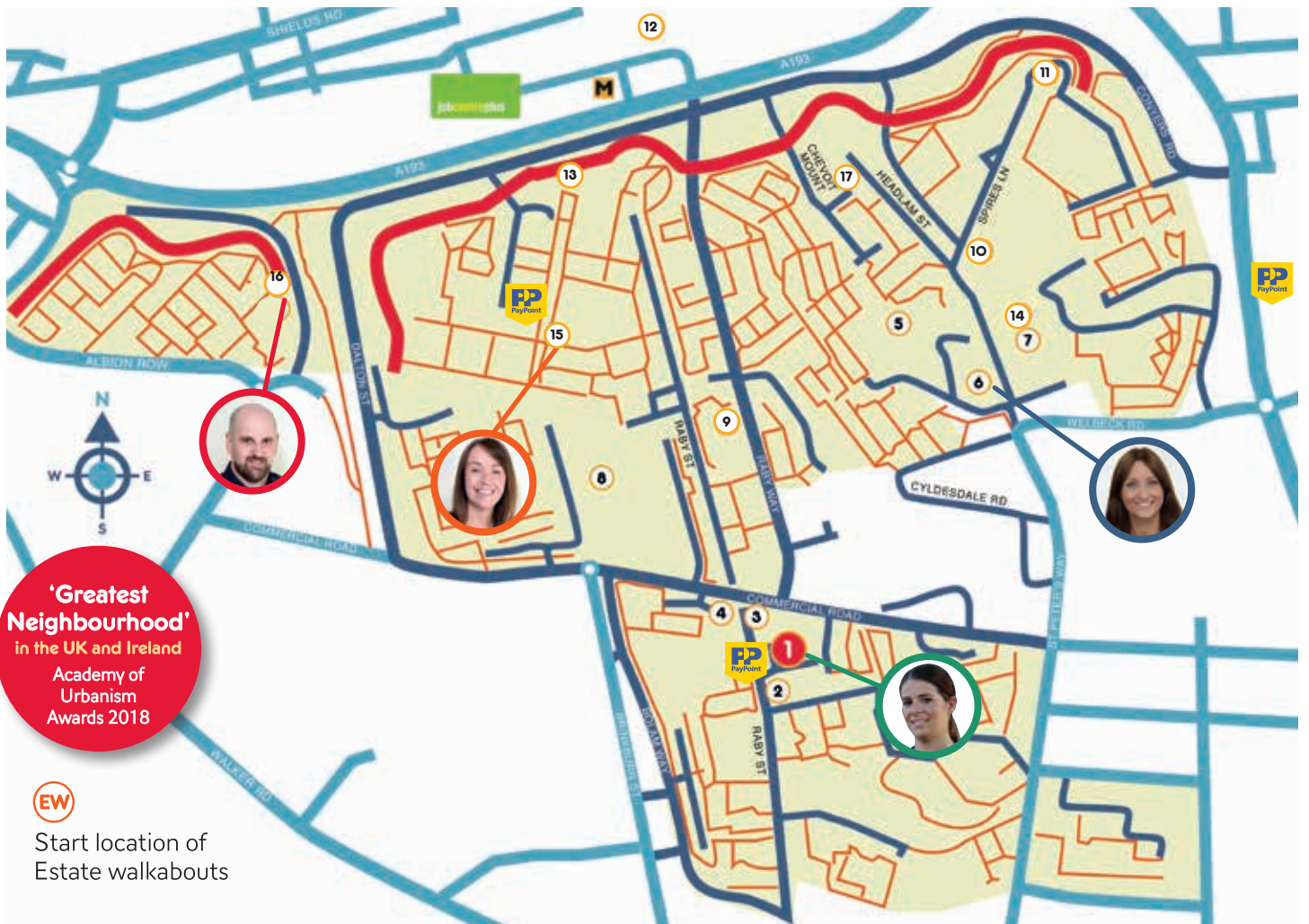
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 3rd September 2021.**

Please note: Competitions are only open to residents with no rent arrears.

# JUST FOR FUN

Spot the difference - Can you spot 6 differences!





- |   |  |                         |
|---|--|-------------------------|
| ① | Byker Community Trust Offices BCT      | Freephone 0800 533 5442 |
| ② | Sure Start East Family Sands Centre    | Call 0191 275 9636      |
| ③ | ACANE Community Centre                 | Call 0191 265 8110      |
| ④ | St. Michael's Church Centre Raby Cross |                         |
| ⑤ | St. Michael's Church Headlam Street    |                         |
| ⑥ | Former Byker Community Centre          |                         |
| ⑦ | Byker Village Bowling Green            |                         |
| ⑧ | Byker Primary School                   | Call 0191 265 6906      |
| ⑨ | Avondale House (Veterans' Support)     |                         |
| ⑩ | St. Lawrence's Primary School          | Call 0191 265 9881      |
| ⑪ | St. Lawrence's Church                  |                         |
| ⑫ | East End Library and Pool              | Call 0191 277 4100      |
| ⑬ | Climb Newcastle                        |                         |
| ⑭ | Chirton House                          |                         |
| ⑮ | Ralph Erskine House                    |                         |
| ⑯ | Tom Collins House                      |                         |
| ⑰ | Mount Pleasant                         |                         |

### How to contact Byker Community Trust:

- |  |                                  |
|--|----------------------------------|
| ☎ Call: <b>0800 533 5442</b>                               | ✉ customerservices@bykerct.co.uk |
| 📞 Option 1: Repairs<br>(also for out of hours emergencies) | 💻 www.bykercommunitytrust.org    |
| 📞 Option 2: Rent Enquiries                                 | 📘 bykercommunitytrust            |
| 🏠 Option 3: Housing Enquiries                              | 🐦 @bykertrust                    |
| 🏢 Option 4: Business Enquiries                             |                                  |



Part of the **Karbon** family