

# BYKER NEWS

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



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Issue 52 - Summer 2026

Part of **Karbon**



# BANK HOLIDAY HOURS

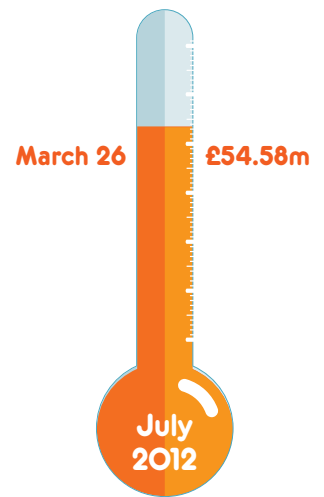
During the August bank holiday, we'll be running our out-of-hours service from 6pm on Friday 28 August to 8am on Tuesday 1 September. Our out-of-hours service can help you with emergency repairs, reports of anti-social behaviour and rent payments. Just call us on our usual number **0800 533 5442**.

MyKarbon is available 24/7, 365 days a year. Our Supported Housing service will remain available during the holidays.

## We have roles available in our Repairs Team!

Are you an experienced, qualified electrician, heating engineer or joiner looking for a new opportunity? Look no further! Our Repairs Team is expanding, and we're seeking more colleagues to join our team.

To find out more and apply, visit [www.karbonhomes.co.uk/careers](http://www.karbonhomes.co.uk/careers)



Since July 2012, BCT has invested £50.08m in improvements!

## USEFUL NUMBERS

Concierge Service  
(Byker Wall residents)

**0800 772 0519**

Employment &  
Welfare Benefits

**0800 533 5442**

Housing Benefit / Council Tax  
(Switchboard)

**0191 278 7878**

## LANGUAGES

This information is about Byker Community Trust, part of Karbon Homes. If you'd like this in another format, such as translated or audio version, please let us know!

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

FRONT COVER PHOTO:

Byker MP Mary Glindon marks opening of new Byker Estate homes with a ribbon cutting.

# WELCOME TO THE SUMMER EDITION OF BYKER NEWS!



There's been so much change on the estate this year that it's hard to keep track of all the amazing work going on.

Back in May, we officially opened our new homes over at Bolam Street, Ayton Street and Clifford Road. MP Mary Glindon, who represents Byker, joined us in cutting the ribbon and it was lovely to speak to some of our new residents and see how everyone has been settling into their new homes. Turn to page 7 to find out more.

This summer, we're excited to be bringing back our family fun day. Bacchanalia, who hosted our Halloween street food market, will be bringing lots of fun and activities to Priory Green. Turn to page 4 to find out more.

We're always looking for ways to improve the estate through investment, and over the past year we've been working towards refurbishing some of the hobby rooms in Byker. With funding from Historic England, we've been able to transform St Michael's Mount hobby room into an artist's studio,

which will be home to our first ever artist in residence, Lucy Minta Reeves. We sat down with her to find out more about her work and what she plans to use the space for. Head to page 8 to find out more.

The summer holidays can be a tricky time when it comes to budgeting. The Pantry and The Bread and Butter Thing offer discounted grocery shops to help you keep your food costs down, and they're based from the heart of the estate. Find out more on page 6.

We're now five years through our internal investment programme. Since BCT joined Karbon Homes in 2021, we've pledged to replace every kitchen, bathroom and internal door on the estate. On page 14, we speak to Byker resident Beata to find out what impact her new kitchen has had on her home.

I want to wish everyone a wonderful summer.

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

**DIDN'T GET  
YOUR COPY OF  
THE MAGAZINE?**

You can subscribe or unsubscribe at any time, or if you'd like it in another format, such as translated or audio version, let us know!

# FUN IN THE BYKER SUN

**Join us on Saturday 8 August at Priory Green for a festival of fun!**

Hosted by Baccanalia, there will be a great range of activities on offer including live entertainment, games, crafts, music, face painting and even more from our community partners.

The festival is free to attend, and we look forward to seeing you all there.



## COMING SOON: BYKER IN BLOOM

**In collaboration with Newcastle City Council, we're hosting the annual Byker in Bloom competition.**

Homes across the Byker ward will be able to showcase their outdoor spaces across a number of categories, so whether you have a gorgeous garden or a blooming balcony, there's something for everyone!

Keep an eye on our Facebook page and website for further details.



## GROW YOUR GARDENING SKILLS

**Northumberland Wildlife Trust is excited to be offering a free eight-week Wildlife Gardening Course at The Lighthouse Project this summer.**

The course is for complete beginners, and is a great opportunity to:

- Develop new green skills
- Learn about nature in the city
- Connect with nature for our wellbeing
- Find out about local projects
- Meet new people in a friendly, supportive group

The course will be held at The Lighthouse Project, St Michael's Mount, Byker, NE6 2FT and will run on Wednesday mornings from 10:00 - 12:00 from 22 July to 9 September.

To sign up for the course, or find out more, please email Leo at [leo.hargreaves@northwt.org.uk](mailto:leo.hargreaves@northwt.org.uk)



# YOUR NEW BYKER COUNCILLOR TEAM

**Following the local elections in May, there has been an update to your local councillors.**

Byker is now represented by three Green Party councillors: Hedley Sugar-Wells, Jamie Anderson and Nick Hartley, and they have provided us with the following information:

Many residents will already know Hedley Sugar-Wells, who was newly elected this year after many years of involvement in community life across the ward. Hedley has lived on the Byker Estate for 15 years and has played an active role in many projects including Byker Mutual Aid, Byker Community Planting and supporting the Byker Community Centre. Passionate about gardening, arts and crafts, she is often spotted out and about with her dog Kevin. Through her community work, Hedley has spent years listening to residents and helping bring people together to make positive change happen.

Jamie Anderson was also elected this year. Jamie has proudly called Byker his home for more than a decade and brings experience from housing, construction, property management, hospitality and the arts. Over the last two years, he has worked closely with Nick Hartley on local issues, helping residents, supporting local businesses and attending council meetings. Jamie is passionate about making sure Byker's voice is heard and that residents remain informed and involved in local decision-making.

Nick Hartley was first elected in 2024 as Byker's first Green Party councillor. Alongside his work as an NHS Clinical Psychologist, he has focused on tackling fly-tipping, organising community litter picks, helping residents with casework, campaigning to reduce heating bills and working with local organisations to improve neighbourhood services across the ward.



Together, we are committed to being visible, accessible and hard-working local councillors who live in the community we represent.

At Newcastle City Council, the Green Group has entered into a co-operative opposition agreement with the Liberal Democrat administration. This arrangement allows us to work constructively where we agree, challenge where necessary, and focus on delivering practical improvements for local residents.

## **Over the coming months our priorities include:**

- Supporting plans for the future of the Byker Community Centre and ensuring local people have a strong voice in shaping what comes next.
- Working with local organisations, businesses and the council to improve Shields Road in a way that builds community.
- Continue to work with the council about pavement and pothole issues
- Continuing our regular Byker Clean Streets Campaign litter picks, which take place throughout the year and are open to everyone who wants to get involved.

Byker has always been strongest when local people work together. We look forward to working with residents, community groups, businesses and partners across the ward to help make Byker an even better place to live.



# THE BYKER PANTRY

Where in Byker can you...

- Buy your groceries at half the cost of food in local supermarkets?
- Get 10% of the money you spend credited back to you?
- Buy a bacon buttie cooked to order for just £1?
- Have a free hot drink?

.....Byker Pantry!



The pantry is a food cooperative that aims to reduce food bills by half, allowing members to save a significant amount of money. Anyone who lives, works or attends school in Byker can join, and we'd love to have you.

Our opening hours are Tuesdays from 9.30am - 12pm. You will find us next door to the Byker Community Trust office at 11 Raby Cross. Please pop in so we can show you around and explain how the pantry works – signing up is free.



## JOB CLUB

Looking for work or need a change in your job?

The Pantry also hosts Newcastle CAP (Christians Against Poverty) Job Club, a friendly, supportive place to help you take your next step towards work. We offer practical help with CVs, applications, interviews and job searching, plus confidence-building and encouragement along the way.

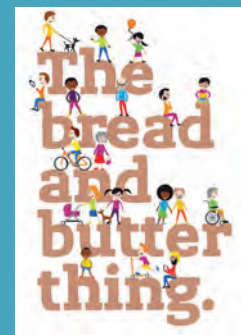
- ✓ For anyone unemployed or struggling to find work
- ✓ No experience or qualifications needed
- ✓ Relaxed, welcoming environment
- ✓ Come along and see how CAP Job Club can help you move forward.

The job club runs every week for eight weeks at a time. Drop into the Pantry on a Tuesday and sign up for your space.

The Byker Pantry,  
NE6 2FF



## THE BREAD AND BUTTER THING: SAVING YOU MONEY THIS SUMMER



The summer holidays can really stretch our budgets, but using The Bread and Butter Thing can at least help to keep your food costs low.

The affordable food shop runs every Friday from ACANE on Raby Cross. For between £5 (individual) to £17 (large family), you will receive three bags of surplus (quality produce that's nearing its best) food shopping including fresh items and cupboard staples.

To sign up, you just need to text **07507 237 311** with your full name, postcode and the name of the hub you will be collecting from, which is Byker.







**In May, we welcomed MP Mary Glindon to officially open our new homes on Bolam Street, Ayton Street and Clifford Road.**

The new homes are a huge milestone for Byker – the first since the estate was finished back in 1983.

The 24 homes are a mixture of one and two bedroom bungalows, houses and flats and have welcomed new and existing residents to Byker.

Over 6,000 bids were received for the bungalows alone, demonstrating the need for level access homes in the area. We hope to continue to add to this with further developments in the future.





# OUR FIRST EVER ARTIST IN RESIDENCE

**As part of our commitment to investing in Byker, we've been transforming some of the hobby rooms on the estate into new spaces for the community.**

With funding from Historic England, the hobby room on St Michael's Mount, which has sat derelict since 1988, has been transformed into an artist studio.

This then left us with the question – who will be our first artist in residence? After a call out to the local community, and interviews with some of our community partners and involved residents, we're pleased to share that local artist Lucy Minta Reeves will be the first ever artist in residence on the Byker Estate.

We sat down with Lucy to find out a bit more about her work, the exciting plans for the space and working with the community.

## **Hi Lucy, can you tell us a bit about yourself and your work?**

I am a costume and prop maker with 18 years of experience working across theatre, dance, live events and community arts projects. Alongside my professional making practice, I have experience facilitating creative workshops and community projects. I am passionate about creating opportunities for people to engage with creativity and developing projects that bring people together through making, learning and shared experiences.

## **How did you find out about the artist in residence opportunity?**

I heard about the artist in residence opportunity through social media. I was interested because it seemed like a great opportunity to combine my experience as a maker, facilitator and community arts practitioner in a project rooted in a local community.



## **What made you want to apply to be our first artist in residence?**

I was drawn to the opportunity because I enjoy working collaboratively with communities and creating projects that have a lasting impact. The residency feels like a chance to bring together my practical making skills, experience of facilitating creative activities and passion for widening access to the arts. I am excited by the possibility of building something meaningful with local residents and creating opportunities for people to learn new skills and express their creativity.







### Why did you want to be based in Byker?

I am interested in being based in Byker because it is close to where I live and, more importantly, because it offers the opportunity to become genuinely embedded within the community I would be working alongside. I believe that the most meaningful community projects come from spending time in a place, getting to know its people and building relationships based on trust and shared experiences. Byker has a strong identity and a real sense of community pride, and I am very excited to work with local residents to celebrate the stories, creativity and character that make the area unique.

### What do you think of the studio space?

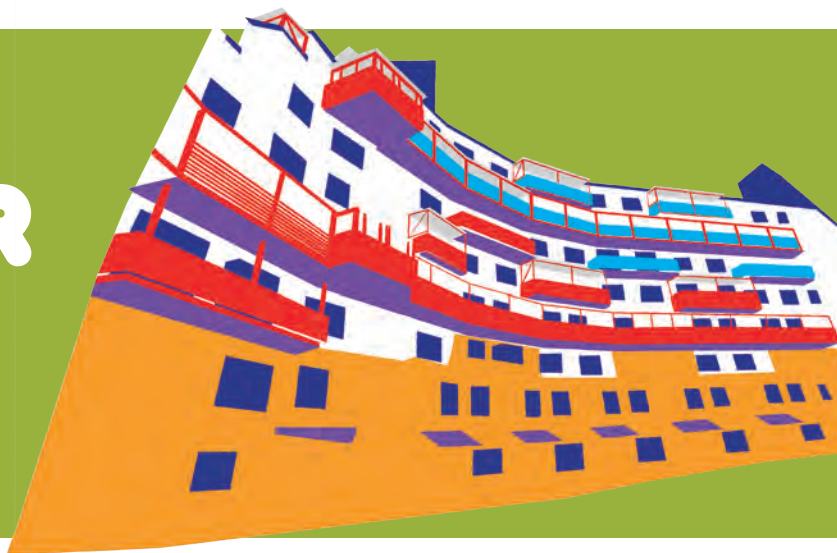
The studio offers an excellent base for developing a community-focused project. Having a dedicated, visible space within the area creates opportunities for people to drop in, get involved and see work developing over time. It feels like a welcoming environment that could become a hub for creativity, conversation and making.

### What can the community expect from you using the studio?

An open, welcoming and inclusive creative space. I would like to create opportunities for people to learn practical making skills, share ideas and contribute to collaborative projects. One idea I am interested in exploring is the creation of a large-scale recycled "proggy"/"clippy" mat banner which celebrates local stories and pride in place. More broadly, I would hope to create an environment where people feel comfortable trying something new, developing confidence in their creativity and connecting with others through making. I believe access to creative opportunities is important, and it would be a privilege to help provide that through the residency.



# KEEPING THE BYKER ESTATE SAFE



## Keeping you, your home and the Byker area safe is our top priority.

This year, we have successfully evicted two households from the estate who have been major sources of anti-social behaviour over the last 10 years.

The behaviour and actions of these households has inflicted distress and concern for safety on residents across the estate. Despite all intervention attempts and offers of support, including serving a notice of seeking possession and the offer of acceptable behaviour agreements, which were declined, anti-social behaviour both at the property and linked to the members of the household has continued. This left us no choice other than to apply for eviction.

Reaching positive outcomes unfortunately can often take a long time, which we understand can be very distressing for those involved and affected, and we'd like to thank the community for their support and patience throughout the process.

We hope this outcome illustrates how seriously we take persistent anti-social behaviour, which we know negatively impacts the lives of other residents. Over the last four years, this anti-social behaviour has also had an impact on the resources of Karbon Homes, Northumbria Police and other stakeholders.

If you have any concerns about anti-social behaviour and crime around your home, do not hesitate to contact us at [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk) or on **0800 533 5442**. If there is an emergency, please contact the police immediately on **999**.

## Do you live in the Byker Wall and need support to evacuate in an emergency?

We've recently been contacting residents to check whether anyone might need extra help to leave their home safely in an emergency. Some people may benefit from a Personal Emergency Evacuation Plan (PEEP), a short, confidential plan that sets out any support you'd need to get out safely. It won't affect your tenancy, and it means in the case of an emergency the fire service know exactly what they need to do to help you to safety.

If you think you might need a PEEP, or you're unsure, please get in touch. A trusted person can contact us on your behalf if that's easier.

- Call: **0800 533 5442**
- Email: [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk)
- Webchat:  
[www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)
- Online form:  
[www.karbonhomes.co.uk/peeps](http://www.karbonhomes.co.uk/peeps)  
or scan this QR code





# INTRODUCING KARBON FOUNDATION

**We've launched Karbon Foundation, our new charity, to create lasting social impact by addressing key challenges faced by communities across the North.**

It will build on the brilliant work of our Customer and Community Engagement teams, bringing their valuable experience and continuing to deliver the services that make a difference every day.

## **What the Karbon Foundation aims to deliver**

It'll provide services and support to customers and communities around:

- **Financial wellbeing**
- **Employment, skills and training**
- **Digital inclusion**
- **Community investment and grants**
- **Social value**
- **Food poverty**
- **Place partnerships**
- **Health and wellbeing**
- **Tackling social isolation**

## **The purpose of Karbon Foundation**

The purpose of the foundation is to strengthen communities and improve lives across the North by providing inclusive, practical and locally led support to people who need it most.

Through the foundation, we can widen the reach of our services and access different funding, ensuring more people feel supported, connected and empowered - whether they live in our homes or in wider communities. Our services will remain free.

We'll continue to build on our strong relationships with local charities, community groups and partners. This is about working together to complement existing provision, share expertise and respond to local needs, rather than duplicating effort or competing.

Our team is here to support you. If you'd like to find out more about the foundation, visit [www.karbonfoundation.co.uk](http://www.karbonfoundation.co.uk).



**karbon**  
foundation

# BUILDING SAFETY WORKS: HAVE YOUR SAY

**Throughout the year, customers in the Byker Wall have received updates surrounding building safety works that will be taking place throughout the flats and communal areas.**

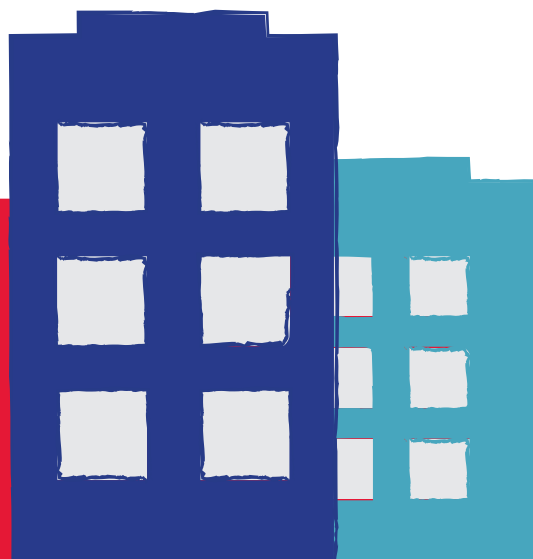
To recap - we commissioned independent fire safety experts to carry out external wall surveys of the Byker Wall, these are called Fire Risk Appraisal of External Wall (FRAEW) Assessments. These surveys are very important and allow us to understand fully the impact a fire could have on the building, and what we would need to do to control a fire if one was to happen.

From these surveys it has been recommended that we need to:

- Install a sprinkler system within all flats and maisonettes in the building
- Install automatic smoke vents within the stairwells
- Replace some of the canopy coverings over balconies and walkways using fire-retardant materials approved by the regulator

**If you have any thoughts or questions about our building safety plans for the Byker Wall, we'd love to hear from you.**

**Scan the QR code to fill out our form and share your feedback.**







# DON'T RISK YOUR HOME

**To keep you and your neighbours safe, from time to time, we need to carry out gas and electrical safety testing, as well as smoke detector upgrades, in your home. These checks are a legal requirement and are essential in protecting everyone's safety.**

We always contact you in advance to find a time that's right for you, and the visit usually lasts around 20 minutes. Our team of trades colleagues are polite, professional and respectful, and will be able to make sure your home is gas and electrically safe.

If we're repeatedly unable to get into your home, we're required by law to take further action, which could result in court proceedings and risks you losing your home. These processes also involve high costs that could otherwise be used to help continue to make Byker an even better place to live.

Please be aware that where we have to take legal action, we'll look to recover all related costs from the customer.

We want to avoid this and will always work with you to find a suitable time. Please help us by keeping your appointment or contacting us if you need to rearrange.

We are also seeing a high number of missed appointments for other visits, where our colleagues arrive for pre-arranged visits, which are always confirmed in advance with you, but are unable to get into your home. This not only wastes valuable time but also prevents essential work from being carried out and contributes to a wider backlog, impacting other customers.

Please work with us to ensure your home is safe. If you have any concerns with colleagues or contractors visiting your home, please contact us on **0800 533 5442** to discuss this further.

# BEATA'S HOME UPGRADE STORY IN THE HEART OF BYKER



**Five years of a major regeneration programme, led by Karbon Homes and delivered by partner RE:GEN Group, has been completed so far.**

Since 2021, more than 600 homes to date have been modernised with new kitchens, bathrooms and internal upgrades – an improvement plan shaped by a Community Pledge developed with residents.

This regeneration programme is not just about bricks and mortar, it's about creating homes that meet modern standards while preserving the unique character of Byker.

Beata Stachura has called the Byker Estate home since 2013. After moving from nearby Heaton, she's enjoyed the estate's convenient location, great views of the city and vibrant multi-cultural community feel.

Beata's home has undergone significant improvements, with the bathroom fully refurbished three years ago with a new bath, shower, toilet and sink.

Most recently, internal doors were upgraded, and the kitchen was completely transformed. Old tiles were removed and replaced with easy-clean work top trims, soft-close cupboards were installed and new flooring and lighting were added. The kitchen also benefitted from a full rewire.

The improvements have made a big difference to Beata's daily life, and she is delighted with the transformation: "It's easier to keep clean, saves time and feels cosier – a lovely big warm space.

"I had a choice of cupboard colours, worktops, flooring, and even the layout, to personalise the space. It feels like my house was upgraded to a higher standard – more modern, quiet and with better finishes."



The process, which lasted three to four weeks, was smoother than Beata expected: "I was more nervous than I should have been, each day so much work was done so fast. Communication was very clear throughout, and I always knew what was happening the next day."

RE:GEN's team worked hard to minimise disruption by using dust sheets, providing boxes for storage in advance and ensuring access to essentials like the washing machine.

When asked if she would recommend others having the improvement works when it's their turn, Beata replied: "Absolutely, I had a positive experience and was happy with the speed of the work. It's quick and worth the short-term upheaval for a brand-new kitchen, but to be honest, even my cat wasn't disturbed!"





# A MORE OPEN APPROACH TO INFORMATION SHARING

**Being open, transparent and accountable is at the heart of how we deliver our services. We know that having clear, accessible information helps you understand what we do, why we do it and how it affects your home and community.**

We sat down with our Governance and Risk Manager, Imogen Potter, to talk about the Government's upcoming Social Tenants Access to Information Requirements (STAIRs) and what they mean for you.

## **Hi Imogen, can you tell us what STAIRs is and why are they being introduced?**

From October 2026, the Government is introducing these new rules to make sure social housing landlords, like us, are more open and transparent.

For customers, that means clearer, easier access to information about how we're performing, how decisions are made and what it means for your home and services.

## **What difference will this make to me as a customer?**

You'll have greater visibility and access to information. This includes:

- How we're performing as a landlord
- How decisions about homes and services are made
- The ability to request specific information about your tenancy or home.

## **Aren't we already sharing information?**

Yes, absolutely, and that's something we're proud of. We already work hard to make our services, performance and decisions clear, accessible and easy to understand.

STAIRs builds on what we already do. It strengthens our commitment and ensures there is a consistent, regulated approach across the country's social housing providers.



## **What are the timescales?**

The new requirements will be introduced in two stages.

From October 2026, all social landlords will need to publish key information about how they manage their homes. This will include things like policies, performance and how they are run.

In April 2027, social landlords must reply to customers' requests for information within 30 calendar days. This may include data on repairs, service charges and customer satisfaction.

Between now and the start of the requirements, we'll continue to review and improve what we share so that we're ready and making the most of these changes.

# RESCUE YOUR RECYCLABLES

## Knowing what can and can't be recycled isn't always easy.

Packaging looks similar and sometimes it feels like a guessing game.

What goes in your bins matters, and recycling can give items a brand new lease of life.

When your council collects your recycling, it's sorted, sent to reprocessors, and then transformed back into products we use every day - from packaging to furniture.

- Your yoghurt pot could become a kid's toy.
- Your plastic bottles could become a raincoat.
- Your deodorant could become part of a train.
- Even this magazine could be recycled and turned into new paper products.

2.3 billion recyclable items end up in the rubbish every year. Recycling helps reduce waste, save energy and protect the environment – but only if the right items go in the right bin, so it's worth checking.

As part of Recycle Week 2026 from 14 – 20 September, Recycle Now is encouraging you to rescue your recyclables.



**2.3 billion**  
recyclable items  
end up in the  
rubbish every year



Visit [www.recyclenow.com](http://www.recyclenow.com) where you can find out more, including a simple guide which gives handy recycling advice based on your postcode.

The government has also created a Simpler Recycling scheme that will make it easier for you to sort your recycling from your waste. Keep a look out for more information from your local council.



If you'd like to know more about what we're doing to help our planet, visit [www.karbonhomes.co.uk/climatechange](http://www.karbonhomes.co.uk/climatechange)





# FLY TIPPING

**Since the introduction of the new communal bins across multiple areas of the estate, we've seen a dramatic increase in recycling levels and a huge improvement in waste management.**

We want to say thank you to all residents who are working hard to keep Byker clean, however we still see high levels of fly tipping across Byker.

Fly tipping (dumping waste) is unsightly and illegal. It costs us over £100,000 a year to clean it up and even more time to report perpetrators to the council, so they can face fines and tenancy action.

This is time and money we could be using to further invest in the estate. We are aware that it is not always people from the local area committing these offences, so if you do see anyone fly tipping, please report it directly to Newcastle City Council and our team on [psr@newcastle.gov.uk](mailto:psr@newcastle.gov.uk) or [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk).

Since 2025, we've caught 89 people from CCTV and inspecting dumped waste for addresses.





# MYKARBON - THE ONE PLACE TO MANAGE YOUR HOME

More customers than ever are choosing MyKarbon, our app and online account, to manage their home. With nearly 4,000 downloads of our new app, it's making everyday tasks quicker and more convenient.

## With MyKarbon, you can:

- ✓ Check your rent balance and make payments
- ✓ Report repairs and track progress
- ✓ Update your details
- ✓ Access key tenancy information

Available 24/7, MyKarbon fits around your day. Whether that's early morning, during a break or in the evening. Customers tell us they like how simple and easy to use it is for everyday tasks. "It's very easy and straightforward to log repairs, even better that you can now do multiple repairs at the same time. I'm happy with how easy it is."

## What customers are telling us about MyKarbon:

"Easy to use. Everything's in one place."

"Much easier than ringing up to report a repair."

"Quick and simple with easy-to-follow instructions."

"A very useful app and easy to install."

## Message us on WhatsApp

If you prefer messaging, our WhatsApp service offers a quick and easy way to get in touch about repairs, tenancy questions or general support without needing to call.

It's available during office hours and is popular with customers who want a fast, straightforward option.

Just use our freephone number to contact us:

**0808 164 0111**



Nearly  
**4,000**  
MyKarbon downloads  
Helping customers manage their  
home anytime, anywhere



## Help shape our digital future – join DEN

We're also looking ahead. Our Digital Experience Network (DEN) gives customers the chance to help shape new digital services before they're launched.

## We're looking for a wide mix of experiences and views. By joining DEN, you could:

- ✓ Test new digital tools
- ✓ Share feedback through surveys or discussions
- ✓ Help us make services clear, accessible and customer-friendly

DEN members will also help us explore plans for a new AI chatbot, designed to help answer common questions quickly, at any time of day. Customer feedback will be central to shaping how this works.



Scan here!

## Still here when you need to call

While digital options are growing, our Customer Relationship Team and out-of-hours service are still here when you need to speak to someone, especially for urgent issues.

## It's all about choice

Digital contact isn't about replacing existing services. It's about giving you more choice. Whether you prefer an app, a message, email or a phone call, we want contacting us to feel straightforward and supportive.

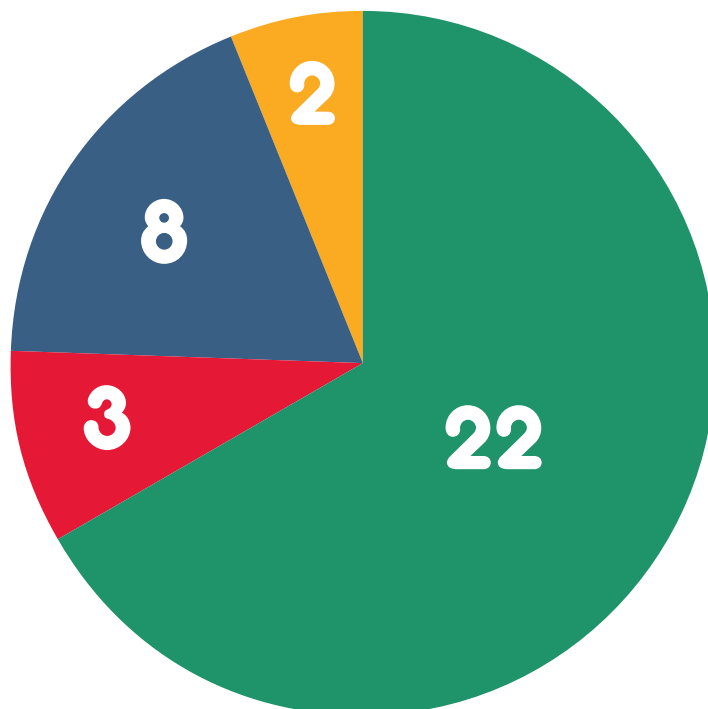


# COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Q4 JAN TO MARCH 2026

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 12 compliments and 25 complaints in Q3 from customers regarding the service they received from us.

## Number, Nature, Outcome



**35**   
COMPLAINTS

 Operations and Support Services

 Asset and Regeneration

 Housing

 Investment

**7**   
COMPLIMENTS

## COMPLAINTS UPHELD

Upheld

16

Not Upheld

9

Partially Upheld

10

**Upheld:** A complaint is considered as 'upheld' when the investigation into the complaint found that we made mistakes or provided a poor service to the customer.

**Not upheld:** A complaint is considered as 'not upheld' when the investigation into the complaint found that we acted correctly in providing the service to the customer.

**Partially upheld:** A complaint is considered as 'partially upheld' when we agree that the complaint was justified in at least one element of the complaint.

### Ways to contact us:

- Face-to-face with any member of staff, including contractors working on BCT's behalf.
- Call our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4:30pm Fridays.
- Email our Customer Services Team at: [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk)
- Write to our local office address: Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF.
- BCT website and social media via Facebook.
- Via a Councillor, MP or other third party.

At Karbon, we're always looking for ways to improve our services and make life easier for our customers, while also trying to reduce our carbon footprint. That's why we've gone paperless with rent statements, and we're no longer sending them in the post.

You can access your rent information using our free and secure online MyKarbon portal, where you can view your balance, transactions, make payments and manage your rent. If you're not already signed up, visit [www.karbonhomes.co.uk](http://www.karbonhomes.co.uk) to register.

You can also phone us on 0808 164 0111 and use our 24-hour automated line to check your balance or make a payment. You'll just need your tenancy reference number.

If you need a paper statement at any time, please contact us to request one to be sent via email or post.



- |                                                                                                               |                                                     |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 1 Byker Community Trust office Freephone 0800 533 5442                                                        | 10 St. Lawrence's Primary School Call 0191 265 9881 |
| 2 Children and Families Newcastle East – Byker Sands Centre Call 0191 275 9636. Defibrillator available here. | 11 St. Lawrence's Church                            |
| 3 ACANE Community Centre and The Bread and Butter Thing Call 0191 265 8110                                    | 12 East End Library and Pool Call 0191 277 4100     |
| 4 St. Michael's Church Centre Raby Cross                                                                      | 13 Climb Newcastle                                  |
| 5 St. Michael's Church Headlam Street                                                                         | 14 Chirton House                                    |
| 6 Former Byker Community Centre                                                                               | 15 Ralph Erskine House                              |
| 7 Byker Village Bowling Green                                                                                 | 16 Tom Collins House                                |
| 8 Byker Primary School Call 0191 265 6906                                                                     | 17 Mount Pleasant                                   |
| 9 Avondale House (Veterans' Support)                                                                          | 18 Byker Pantry                                     |

### How to contact Byker Community Trust:

Call: **0800 533 5442**

- 🔧 Option 1: Repairs  
(also for out of hours emergencies)
- £ Option 2: Rent Enquiries
- 🏠 Option 3: Housing Enquiries
- 🏢 Option 4: Business Enquiries

✉ [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk)

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

📘 [bykercommunitytrust](https://www.facebook.com/bykercommunitytrust)

**BYKER**  
community trust

Part of **Karbon**

