



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

**NEW FOOD HUB
LAUNCHES IN
BYKER** **SEE PAGES 4 & 5**

**PLANS UNVEILED FOR £4.2M YOUTH
AND COMMUNITY HUB SEE PAGE 7**
**TAKING ACTION AGAINST ASB
SEE PAGE 12**

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

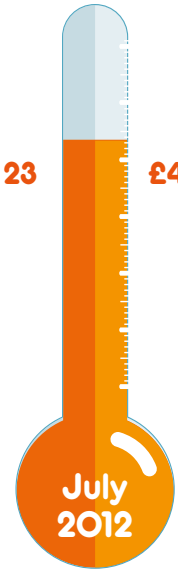
🏠 Option 3 for all housing enquires

📠 Option 4 for all business enquiries



Oct 23

£43.9m



Since July 2012, BCT has invested £43.9m 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!

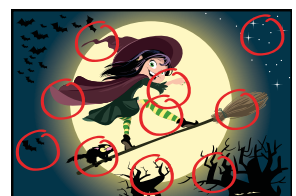
Portuguese

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:

The Bread and Butter Thing will be available every Friday at 2pm from ACANE at Raby Cross, next to the Byker Community Trust neighbourhood housing office.

Answers to the spot the difference on page 19.



WELCOME TO THE AUTUMN EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



I can't believe we are into October already – where has this year gone? Christmas will be here before we know it.

Despite the poor weather, I hope you had a lovely summer and for those who joined us on our free day trips we organised during August, I hope you all had a great time. Over 170 customers attended trips to Hall Hill Farm, Wallington Hall and the Washington Wetlands Centre. We've included some photos on page 9 - see if you can spot yourself.



I'm delighted to see the launch of The Bread and Butter Thing this month and I would like to thank Gaby at ACANE for agreeing to run this food hub from his premises every Friday afternoon at 2pm. This project is really popular across other Karbon neighbourhoods and provides a fantastic opportunity to buy food at a reduced cost for you and your families, please take the opportunity to read about it and access the service if it is helpful to you. The service is ran by community volunteers so a big thank you to those who have already joined the team. If you have time available on a Friday afternoon to get involved, please get in touch, we need more community volunteers to help make this work!

I am delighted to hear The Lighthouse Project's plans to redevelop St. Michael's Church into a state-of-the-art youth and community hub have been successful. The project has secured external funding and we can't wait to see this much-needed provision on our estate. Please turn to page 7 for more details and congratulations to everyone involved!

Once again, we have highlighted issues of waste, fly-tipping and anti-social behaviour (ASB) on the estate, which continues to have a negative impact on our environment. We will not tolerate this and we are working in partnership with Newcastle City Council to take action against those who think it is acceptable to disrespect our environment and community. The council has issued Fixed Penalty Notices and served two injunctions – turn to page 12 to read more.

Finally, I would like to personally thank Anne Mulroy who has stepped down as Chair of the BCT Committee after serving the role since 2021. Thank you for your dedication and commitment to our customers and the Byker community. This also gives me pleasure to welcome Neil Revely who has taken over the role as Chair and we look forward to working with you.

We always welcome your feedback about this newsletter and the services we deliver, please speak to your Neighbourhood Housing Officer or a member of staff within our Customer Services Team.

If you're on Facebook, please do give us a follow **@bykercommunitytrust** where we try and post regular updates about what's happening on the estate.

Michelle Bell
Assistant Director – Byker Community

The bread and



We're delighted to announce that a new food hub will be launching on the Byker Estate, offering regular, affordable provisions of food for all customers.

We have teamed up with The Bread and Butter Thing (TBBT) to offer customers weekly groceries at a fraction of high street prices.

The service launched on Friday 13 October and will operate every Friday at 2pm from ACANE, located next to the Byker Community Trust neighbourhood office at Raby Cross.

We asked TBBT how it works:

For £8.50, you will receive three bags of food worth an average of £35. One bag is filled with fresh fruit and veg and the other two contain chilled goods for the fridge and store cupboard items such as sauces and cereal.



Where does the food come from?

The food comes from surplus stock from high street supermarkets, food manufacturers and farmers: for example, some of the food has gone beyond its sell-by date but that doesn't mean it's not still good to eat! We never know what we're going to get from one week to the next so your bags will always be different. But it's always good quality, fresh produce. You will probably still need to top up from the shops as well, but the food will go a long way to helping you feed your family affordably and healthily.

Why people love it

Members love the variety the bags bring to their weekly shop. The contents are often seasonal and there's always a bit of excitement as people discover what's inside their weekly bags and discuss how to use ingredients. People often come across items they've not cooked before and this gives them the chance to try something different in an affordable way. Our members share recipes, trade items and even bring in cakes and jams for others to enjoy. It's much more than a way to get cheap food – it brings the community together, improves healthy eating and it saves hundreds of tonnes of food from going to waste.



butter thing.

Every Friday
at 2pm from
ACANE



Everyone who
signs up before
16 January 2024
will get their first
order free!



How can I join?

There's no fee to become a member. Text 07860 063304 with your full name, postcode, and text Byker (as the name of the hub you will be collecting from).

What happens on the day?

If you want to order, just reply to the weekly text you receive from The Bread and Butter Thing (not Byker Community Trust) on the day you get it.

Select the size of order you want to receive:

Individual	£5
Family	£8.50 (most popular)
Large Family	£17

There is a vegetarian option available too.

TBBT will send you a text every Wednesday to see if you want an order. Just reply "YES" by 10:00am the next day. Your food will be delivered to the Byker hub at ACANE on the Friday at 2pm.

Collect and pay for your goods from ACANE (don't forget - someone can collect on your behalf if you can't make it and we also accept Healthy Start Vouchers).



Community Volunteers wanted

Could you spare three hours of your time every Friday to help with The Bread and Butter Thing food hub?

Join our volunteer team to help unload the van and pack food into bags. Make new friends and support your community too! We need you!

We need three hours of your time every Friday from 12pm until 3pm as often as you can spare it.

Please contact Bijoli Deypurkaystha at bijoli.deypurkaystha@bykerct.co.uk or call **0800 533 5442** if you are interested.

WHAT'S ON



Here's our usual round-up of activities and events planned throughout the October half-term. For all the latest events and activities, please check the @BykerCommunityTrust page on Facebook.

Halloween at Life Science Centre



There are lots of activities planned at Life Science Centre this Halloween. To find out more, please visit www.life.org.uk/whats-on

Spooky season at Seven Stories

Plenty of party tricks and treats in store this Halloween half-term. Pre-booking is recommended at www.sevenstories.org.uk

seven stories

SPOOKY SEASON AT SEVEN STORIES

OCT 28-NOV 05 2023

DAILY	FUNNYBONES STORYTIME SPOOKTACULAR
SAT-SUN 28-29	ROOM ON THE BROOM AFTERNOON TEA
DAILY	MONSTER MASH CRAFT
SAT 28	LATE STORIES PRESENTS: PRACTICALLY MAGICALLY
MON-FRI 30-03	GHOSTLY GHOULS: TRICK OR TREAT EVE
TUES 31	HALLOWEEN AFTERNOON TEA
TUES 31	PUMPKIN MAGIC
SAT-SUN 04-05	WHERE THE WILD THINGS ARE AFTERNOON TEA

Book tickets now sevenstories.org.uk

POTTERY BANK COMMUNITY CENTRE

HALLOWEEN FUN DAY

31ST OCTOBER, 11.00 - 13.00

"FINCY DRESS WELCOME"

FACE PAINTERS SPOOKY GAMES
ARTS + CRAFTS TATTOOS CAKE STILL
SILENT DISCO FOOD ACTIVITY
PLUS MORE...

EXCITING PLANS UNVEILED FOR £4.2 MILLION YOUTH AND COMMUNITY HUB IN BYKER



Plans to transform St. Michael's Church into a state-of-the-art youth and community hub have been unveiled.

Named 'The Lighthouse Project', the new centre will be developed thanks to a £4.2 million grant that has been awarded from the Department for Culture, Media & Sport's Youth Investment Fund, and through the generosity of Lord Crew Trust and The Squires Foundation.

The Lighthouse Project at St. Michael's will provide a safe and central meeting place where young people and the community can meet, alongside a reimagined worship space.

Unveiling the plans for the Youth and Community Hub, Ben Roman, Operations Director, The Lighthouse Project, said: "We are absolutely delighted to announce these exciting plans for the transformation of St Michael's into a state-of-the-art youth and community hub for the people of Byker.

"The Lighthouse Project will offer a broad range of sessions and activities, along with access to vital services.

"We plan to start the redevelopment works on this stunning development before the end of this year, and expect to be commissioning the finished building and grounds in early 2025, in time for our grand opening in March 2025."

We can't wait to see these improvements!





BCT COMMITTEE WELCOMES NEW CHAIR

We are pleased to welcome Neil Revely (Karbon Group Board Member) who has been appointed as the new Chair of the BCT Committee.

Neil has been appointed to the role after Anne Mulroy stepped down in September. She was appointed Chair in April 2021 when BCT became part of the Karbon family, but after completing her full term with Karbon Homes, she has also retired from the Group Board. On behalf of everyone at Byker Community Trust, we'd like to say a huge thank you to Anne for her dedication and commitment to Byker and our customers.



GATESHEAD PUPILS VISIT BYKER

Up to 50 Year 9 pupils from XP Gateshead based in Felling, visited the Byker Wall in September to support their studies.

The students are learning about the influence that physical structures and how the social environment can impact the way that we live our lives. They were given a presentation and tour of the estate and Byker Wall by staff at Byker Community Trust and Ryder Architects where they then sketched the building in preparation for their own sculpture designs. The students loved their visit to Byker.



BYKER SANDS ART COMPETITION

The Byker Sands Centre ran a competition this year to invite people to paint a picture with a Byker/Newcastle theme.

The prize for the winner was to paint their design on a large canvas in the centre with a professional artist. Congratulations to Jesdina, aged 15, who was chosen as the winner for this brilliant painting of the Quayside.



FREE NUFC TICKETS

Thanks to Newcastle United Foundation who donated two free tickets for one lucky customer to attend the Newcastle vs Brentford match in September.

We offered the tickets to Byker Primary School and the lucky pupil was Mason Moore from Year 5. He attended the game with his dad and saw the team come out 1-0 winners! We hope you enjoyed the game.

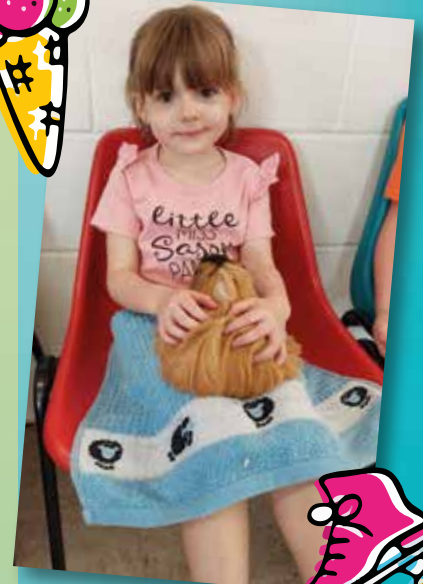


SUMMER HOLIDAY FUN!



Despite the disappointing weather during the school summer holidays, we still managed to have fun during our four free trips. We organised two trips to Hall Hill Farm in Durham, Wallington Hall House and Gardens in Northumberland and a trip to the Washington Wetlands Centre for our customers aged 55 and over.

A packed lunch was provided to all who attended and we hope you had a great time. Here's a selection of photos.



BOLAM STREET

As reported in the last issue of Byker News, we have submitted plans to Newcastle City Council for the development of 24 new affordable homes for rent.

The development, subject to planning permission, will provide a mix of bungalows, houses and flats and will be located on vacant land next to Harbottle Park, near Bolam Street.

There is no decision on planning yet but there have been various design updates associated with planning consultation including amends to some of the plots to allow for trees to be maintained.

We'll keep you updated on the outcome from planners. We hope to start on site in summer 2024.



INTERNAL IMPROVEMENTS

If you have declined a new bathroom and shower or internal doors but have changed your mind and would like to be included on our programme, then please contact Ruth Clifford or Mark Whittaker on 0800 533 5442. We encourage all our customers to take advantage of these fantastic home improvements.

In total we have delivered:



782

New bathrooms with shower installations



882

New internal doors

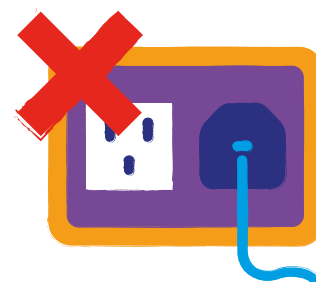
ADAPTATIONS HELP US TO KEEP YOUR HOME SAFE

When we've been carrying out our Customer Care Visits, we've found customers to be carrying out their own electrical and structural alterations to their home without talking to us first – it's included the installation of sockets, spotlights and electrical showers fitted. It's really important for the safety of your household and your neighbours that we must remind customers that this is strictly prohibited without permission from ourselves. All electrical work must be carried

out in accordance with safety regulations and an electrical safety certificate must be obtained from a qualified electrician.

We have also seen an increase in partition walls and internal doors being removed – these are a really important for safety, helping to prevent the spread of fire.

Please contact us to seek permission before any work being undertaken. To obtain permission from us, please ask



us for a form which you will need to fill in and return to us. We will aim to get an answer back to you as soon as we can.

Please be aware that if work has been carried out to your home without our permission, unfortunately, we may ask you to return it back to its original specification and you will be charged for this work.

BYKER NEIGHBOURHOOD EXTERNAL IMPROVEMENTS

Following customer consultation and feedback on our proposals for Dunn Terrace, we submitted plans to Newcastle City Council.

We are still waiting for a decision from the planners, but we'll let you know as soon as we hear anything.

AYTON NEIGHBOURHOOD – WE NEED YOUR VIEWS!



The next area to benefit from wider external improvements will be the Ayton neighbourhood. If you live in the following streets then this will affect you:

- **Ayton Rise**
- **Whickham Gardens**
- **The Brow**
- **St. Peters Road**
- **Oban Gardens**
- **Raby Cross**
- **Commercial Road**

Similar to the works proposed to be undertaken at Dunn Terrace and Headlam Green, these external improvements form part of an £11 million investment programme by Karbon Homes between now and 2029.

We'll be tackling the priority issues customers living in this neighbourhood told us were important to them.

All customers will be given the opportunity to discuss these issues and to help us shape our plans. We will be consulting with all customers in this area and we'll write to inform you how we are going to do this. Your views are important to us and we would like to set up a focus group, similar to what we did at Dunn Terrace.

If you live in the streets listed in the Ayton Neighbourhood and would like to help us engage with your fellow neighbours, please contact Ruth Clifford on 0800 533 5442 or email ruth.clifford@bykerct.co.uk



ACTION TAKEN AGAINST THOSE WHO DISREGARD OUR ENVIRONMENT

We're working in partnership with enforcement officers from Newcastle City Council (NCC) to issue Fixed Penalty Notices (FPN's) for environmental offences on the estate, which are of a criminal nature.

A large number of FPN's have been issued thanks to information and statements that have been provided to the council by Byker Community Trust staff and people living on the estate.



From April 2023, NCC have issued Fixed Penalties for:

Side waste
3 people

£75 Fine

Fly Tipping
4 people

£200 Fine

Pending legal proceedings

2 People

the Courts will decide on serving an unlimited fine or custodial sentence.

Written warnings

4 Issued

to addresses mainly because statements were not provided to NCC.

NCC have the right to go straight to prosecution for serious offences. Flytipping is illegal, please help us keep Byker tidy.



FLY TIPPING IS ILLEGAL, WE NEED YOU TO REPORT IT



STEP 1

take a photo or video and note the date and time



STEP 2

call Envirocall on 0191 278 7878 to report it



STEP 3

make a statement with all the details

To report anti-social behaviour, please contact Craig or Elizabeth on **0800 533 5442**.

ANT NUISANCE · FLY TIPPING - A CONSTANT NUISANCE · FLY TIPPING - A CON

CIVIL INJUNCTIONS SERVED

Karbon Homes has been successful in obtaining anti-social behaviour injunctions against two non-residents of Byker - a male and a female.

The injunction includes an exclusion zone preventing them from entering the estate following persistent ASB, criminality and drug use across the estate and within the Byker Wall communal areas.

The successful outcome of this case was through excellent partnership working between staff and the Police. We will not tolerate this behaviour on our estate.



COST OF LIVING – ADVICE, SUPPORT AND INFORMATION

TAX CREDITS

The Department for Work and Pensions (DWP) has issued a reminder to anyone receiving tax credits that they will stop by the end of 2024, and will be replaced by Universal Credit.

We are aware that Byker customers have received letters from the DWP explaining what steps they need to take to move over from tax credits. If you are claiming tax credits and are aged 65 or over, DWP will also write to you to ask you to apply for Universal Credit or Pension Credit, depending on your circumstances.

Don't Panic! Although the process (to move over to Universal Credit) will not happen automatically, there is still time and our Tenancy Sustainment Team will be able to explain the process to you and when you will benefit from moving to Universal Credit.

Many people will be entitled to the same amount they received from their previous benefits, or more. If the amount you are entitled to on Universal Credit is less than your existing benefits, you can apply for a top-up amount which is called Transitional Protection.

You can get Transitional Protection if you have received a Universal Credit Migration Notice letter from DWP and make a claim by the deadline date on your letter.

If you'd like more help understanding what you could be entitled to on Universal Credit or you have received a letter and would like more information or advice, please call us on freephone 0800 533 5442 or email enquiries@bykerct.co.uk and we can book an appointment for you to speak to Aneta who is our Tenancy Sustainment and Welfare Reform Officer.

WE'RE HERE TO HELP YOU!

Our Tenancy Sustainment and Welfare Reform Officer supports Byker customers with everything from benefit checks to Universal Credit advice, budgeting and financial wellbeing advice to affordability checks. Her role is to support you to sustain your tenancy and make sure you aren't missing out on any potential income.

If you're struggling to pay your bills or are confused about what payments you're entitled to, you can get free, independent support. Don't sit at home worrying, call us on **0800 533 5442** or email enquiries@bykerct.co.uk

WAYS TO STAY SAFE THIS WINTER

With one hand we are waving goodbye to the summer and with the other we are welcoming in the winter.

A lot of fun can be had by family and friends as we countdown towards community events such as Halloween, Bonfire Night and of course Christmas.

But, not to put a dampen on things, there may be some avoidable dangers associated with the enjoyment.

This could come in the form of the misuse of fireworks, updating people's awareness of what to do in an emergency, or in some cases unacceptable anti-social behaviour dealt out by a small proportion of the local community.

These few pointers might make all of the difference.

- ✓ We advise that you attend your locally organised bonfire and fireworks display
- ✓ Always make sure on bonfire night that your pets are safe from harm
- ✓ Don't create and ignite illegal bonfires in your own garden or in public spaces
- ✓ Always buy your fireworks and trick or treat costumes from a licenced trader



- ✓ After your bin collection day, please ensure your bin is returned to its safe location to remove any temptations for potential fire setters
- ✓ Don't fly-tip your unwanted household goods. Remember: you can also dispose of your waste at the council's household waste recycling centre at the bottom of the estate on Walker Road.

If worried customers are aware of any anti-social behaviour related incidents, they should call 999 in the event of an emergency and they will receive a response from the Fire Service.

But if they have any important information which may help identify those individuals responsible then they can call Firestoppers anonymously on **0800 169 5558**.

FIRE SAFETY VIDEOS



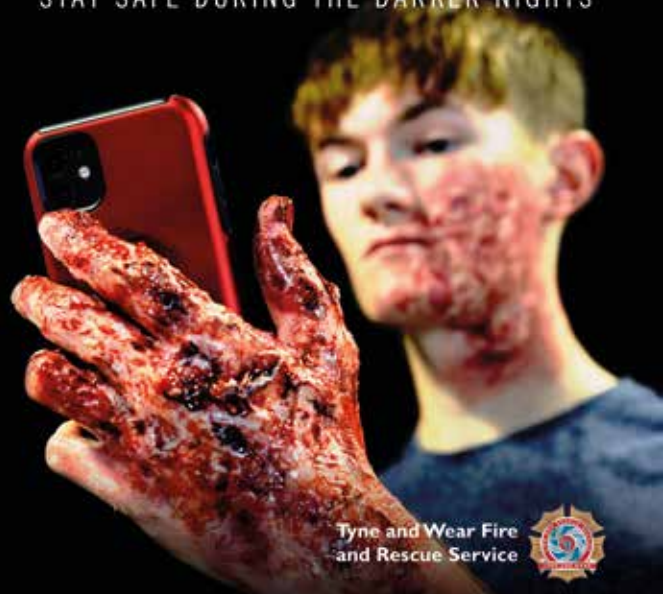
We have created two animation videos and uploaded them onto our website – please visit the fire safety section to view these.

The videos tell you what to do in the event of a fire in your home depending on the correct evacuation policy which will be either 'stay put' or to 'evacuate'.

If you are unsure what the correct fire policy is for your home or if you have any general concerns about fire in your home, please contact us on **0800 533 5442** or email firesafety@karbonhomes.co.uk

DON'T SET FIRE TO YOUR SELFIE.

STAY SAFE DURING THE DARKER NIGHTS



Tyne and Wear Fire and Rescue Service



HOW WE'RE KEEPING YOUR HOME SAFE AND DAMP-FREE



Damp and mould can affect all homes, particularly during the winter months. Ensuring you have a safe, healthy and secure home to live in is our main priority, so we caught up with Andy Lessels, Assistant Director of Operations and Support Services, to chat more about the issue and let you know how we can help.

Hi Andy, tell us about the causes of damp?

Condensation, water seeping through or rising up walls and plumbing faults are some of the causes of damp. It's really important for us to find the root cause so we can effectively address the issue. We've explained more on this page.

What proactive work do you do to tackle damp and mould?

We're experienced in dealing with the issue and we have robust systems and processes in place.

As well as responding to reports from customers, we carry out stock condition surveys on all homes to assess their physical condition. If any issues are identified, this gets logged, investigated and acted upon.

We also replace things like doors and windows, roofs and gutters/downpipes and carry out external pointing when they're in poor condition and/or past their lifecycle. We're upgrading our homes, too, so they're more energy efficient, which also helps.

We also provide in depth damp and mould training to our frontline teams, so they are ready to support when issues arise.

Why is it important to solve damp and mould problems?

Living in a damp or mouldy home can pose a risk to your health, especially for people with respiratory conditions, allergies or weakened immune systems. It can also damage the home itself.

Should customers report damp and mould?

Yes, please report issues to us by emailing us at enquiries@bykerct.co.uk or calling us at **0800 533 5442**. Once you have, one of our repairs team will be in touch to tell you about the next steps.

If a customer has condensation, do they need to report it?

All homes are at risk of condensation. Small amounts are not usually a problem, and there are things we can all do to help prevent it, like opening windows to ventilate your home, drying clothes outside if you can and cooking with lids on your pans. But if your home has excess condensation, this can lead to problems, and you should report it to us. If you're ever in doubt, drop us a line.

Where can customers find more information?

There's more information on our website.



Direct Debit - the easy, hassle-free way to pay

You can now set up a Direct Debit with MyKarbon. It's quick and easy to do:

If you already have a MyKarbon account...

- Log in to MyKarbon
- Go to My tenancy and select Create Direct Debit
- Enter your details and payment preferences
- You'll then be taken to a secure site with our Direct Debit partner Allpay
- To finish, enter your bank details

What if I don't have a MyKarbon account? Don't miss out!

MyKarbon is a free, safe, and secure online service for all customers. It lets you make payments, report repairs, and manage your appointments all with a simple touch of a button. Do what you need to do at a time and place that suits you and your family. All you need to get started is:

- An email address or phone number
- Your full address

By making a rent payment directly through your MyKarbon account, you'll no longer need to go through Allpay.

To register, please visit karbonhomes.co.uk/mykarbon or visit the BCT website and click on the MyKarbon button in the top right-hand corner.

LOCAL COUNCILLOR SURGERIES

Councillor surgeries will be held on the **third Wednesday of every month** between 1pm-2pm at BCT's offices at 17 Raby Cross.

No appointment is necessary and you can speak to your local councillor about any issues that concern you.

ESTATE WALKABOUTS

Please join your Neighbourhood Housing Officers during their estate walkabouts – we hope you can join us:

Tues 14th November – 10am – BCT office (Yoyo)

Tues 14th November – 1pm – Tom Collins House (Gary)

Wed 15th November – 10am – BCT office (Emma)

Wed 15th November – 1pm – Community Centre (Jen)

We thought it would be useful to remind you of their roles and responsibilities.



Emma Foulis
07808 850 498
emma.foulis@bykerct.co.uk



Yoyo Chow
07719 960 449
yoyo.chow@bykerct.co.uk



Elizabeth Smith
07736 948 051
elizabeth.smith@karbonhomes.co.uk



Gary Greer
07808 850 521
gary.greer@bykerct.co.uk



Jennifer Carson
07808 850 515
jennifer.carson@bykerct.co.uk



Craig Cross
07736 948 005
craig.cross@bykerct.co.uk

Neighbourhood Housing Officers

- Estate Management • Allocations and Repairs
- Neighbour Complaints • Untidy Gardens
- General Tenancy Management
- Environmental Issues • Low Level ASB

Safer Communities Officers

- Serious and high risk Anti-Social Behaviour
- Domestic Abuse

If you would like to speak to your Neighbourhood Housing Officer or to Craig and Elizabeth to report issues of Anti-Social Behaviour, please contact them on their mobile or email above or call us on:

Call: **0800 533 5442** E-mail: **enquiries@bykerct.co.uk**

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(April - June 2023)

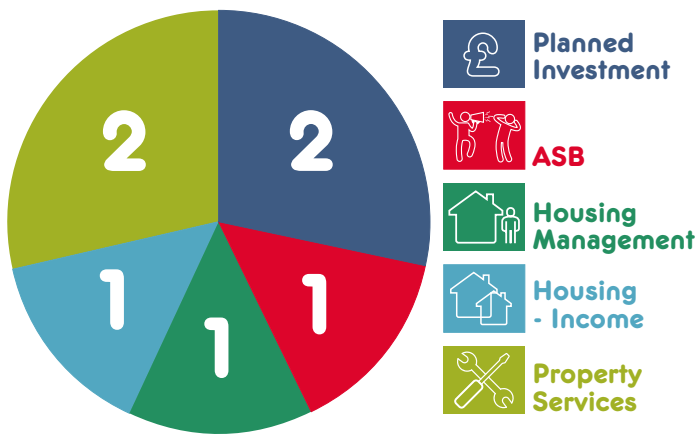
Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

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 10 complaints in Q1 (April - June 2023).

Number, Nature, Outcome

7 

COMPLIMENTS



10 

COMPLAINTS (9 Stage 1 & 1 Stage 2)



COMPLAINTS UPHELD

Upheld

3

Not Upheld

1

Partially Upheld

6

Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT 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 BCT acted correctly in providing the service to the customer.

Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees 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

- 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 and Twitter.
- Via a Councillor, MP or other third party.

£25 PRIZE WORDSEARCH

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

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

Halloween	Treats	Broomstick
Witches	Trick	Spider
Ghosts	Vampire	Web
Goolies	Blood	Pumpkin

Congratulations to Stephen Young of Laverock Court who won the last wordsearch competition!

Name:

Address:

Postcode:

Daytime telephone number:

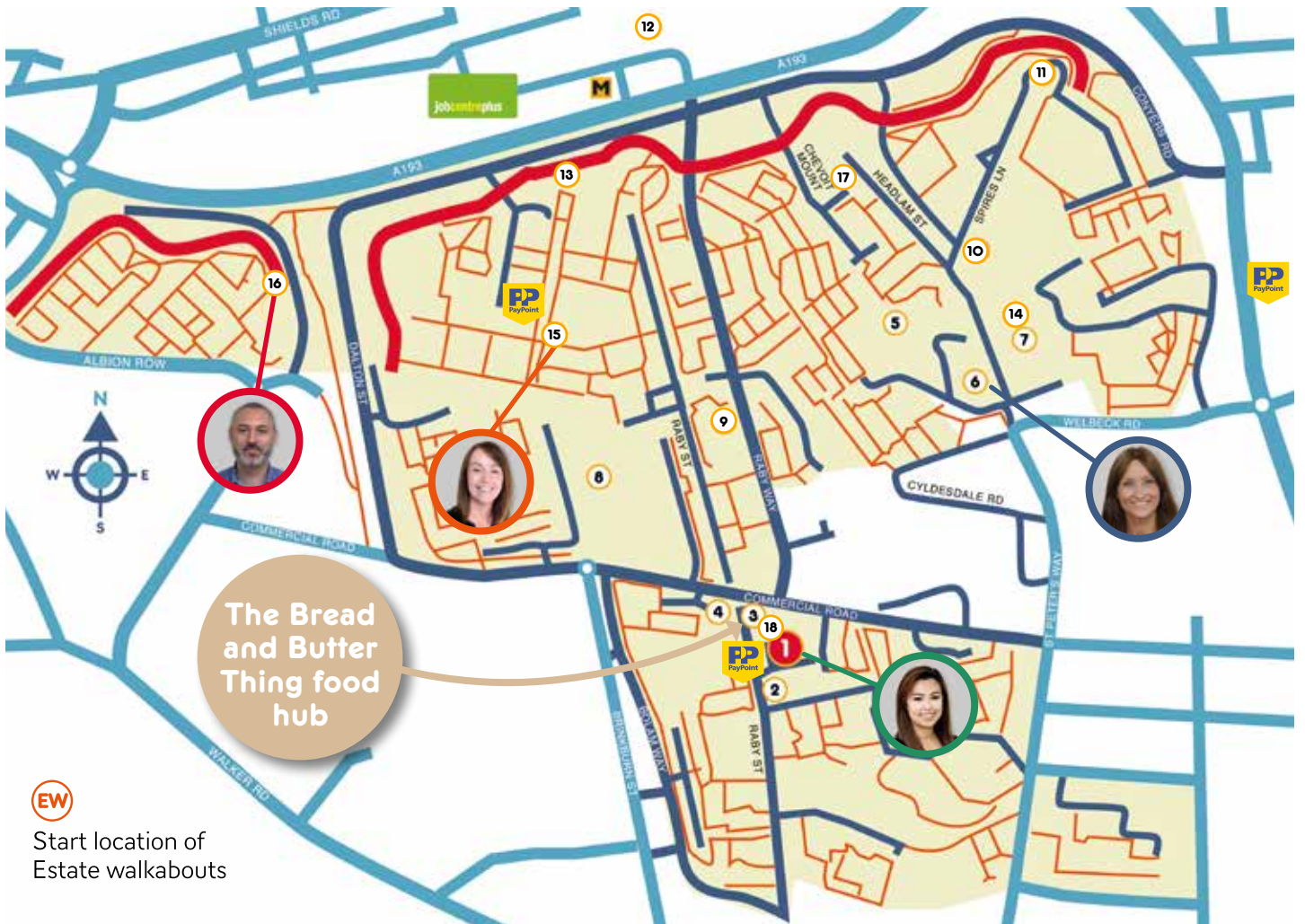
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 24 November 2023.**

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

JUST FOR FUN

Spot the difference - Can you spot 10 differences!





- | | | |
|---|---|-------------------------|
| ① | Byker Community Trust office | Freephone 0800 533 5442 |
| ② | Children and Families Newcastle East – Byker Sands Centre | Call 0191 275 9636 |
| ③ | ACANE Community Centre and The Bread and Butter Thing | 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 | |
| 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
- 💻 www.bykercommunitytrust.org
- 📘 bykercommunitytrust
- 📧 @bykertrust



Part of the **Karbon** family

