



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

**BYKER RESIDENT
AWARDED BRITISH
EMPIRE MEDAL
SEE PAGE 5**

**PLANS APPROVED FOR 24 NEW
HOMES SEE PAGE 9**

**GET INVOLVED IN SHAPING
OUR SERVICES SEE PAGES 10 & 11**

Our freephone telephone number

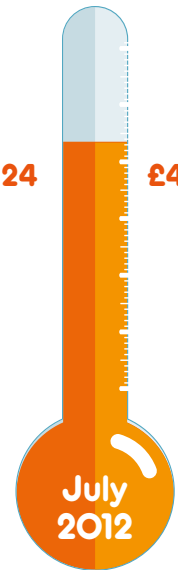
0800 533 5442

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



Jan 24 £44.3m



Since July 2012, BCT has invested £44.3m 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 resident Penny Walters has been awarded a British Empire Medal in recognition of services to the Byker community.

Answers to the spot the difference on page 19.



WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



Spring is just around the corner and I hope you are looking forward to the longer days and lighter nights.

As you'll read in this issue, we're continuing to deliver our Community Pledge investment commitments and I'm delighted to see that planning permission has been granted for our first new build development of 24 affordable homes for rent on Bolam Street. The new homes will meet the needs of our current and future customers.



As well as building new homes, we are continuing to invest in our existing homes. Surveyors from Karbon Homes are surveying all homes on the estate and you'll receive a letter about this. The visit will only take 30 minutes and it is important we gain access to your home to help us survey the condition of the property, for example, windows and doors, walls and roof to determine what investment might be needed in future. See page 6 for more information.

We've had some really encouraging feedback from customers living in the Ayton Neighbourhood about our plans to transform the external environment. You can read more about this on page 7.

There are many ways you can get involved in helping to shape, and have your say on the way we deliver our services. We're committed to continuously improving what we do, so we need to know from you what you think we're doing right and where we can improve. See pages 10 & 11 to read of the various ways you can get involved and I hope you'd like to, it would be great to hear your views.



Also inside, we've provided updates on The Lighthouse Project, our work with the Newcastle United Foundation, how we have supported customers with Hardship Support Payments and how we are tackling anti-social behaviour and/or criminal behaviour on our estate.

As always, we 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. I hope you and your families have a wonderful Easter.

Michelle Bell
Assistant Director – Byker Community

WHAT'S ON EASTER HALF TERM

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

All BCT trips are **FREE!**
Packed lunches included*

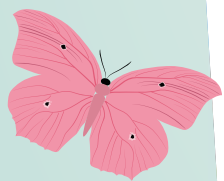
FREE TRIPS FOR BCT CUSTOMERS THIS EASTER. TRIPS ARE BASED ON A FIRST-COME FIRST-SERVED BASIS.



Children and Families
FRIDAY 5TH APRIL
Diggerland, Durham



All ages
FRIDAY 12TH APRIL
Beamish Museum



Over 55's
WEDNESDAY 10TH APRIL
Woodhorn Museum, Ashington



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 17 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.

Terms and conditions apply: *Only one booking per household. Children under the age of 16 must be accompanied by an adult.





PENNY RECOGNISED IN KING'S HONOURS LIST FOR HER WORK IN BYKER

Byker resident Penny Walters was awarded a British Empire Medal (BEM) in the King's New Year's Honours list in recognition of services to the Byker community, in particular for her support during Covid-19.

Penny, 57, has lived in Byker since 2017 and is often supporting the local community, volunteering and actively campaigning to reduce food poverty.

The British Empire Medal recognises her acts of kindness during the Covid-19 pandemic, where she cooked meals for vulnerable families and oversaw the management of the community centre kitchen, which provided meals for local residents, including a Boxing Day meal for 100 people.

Penny has actively engaged with Byker Community Trust since she moved onto the estate. She is a member of the BCT Customer Scrutiny Panel and the North of Tyne Poverty Truth Commission, which is a group of organisations and people who have come together to tackle poverty across the North East. You'll also often see her volunteering at The Bread and Butter Thing on Friday afternoons, helping to pack food bags and ensuring everything runs smoothly.

Commenting on her recognition, she said: "I couldn't believe it when the postman delivered the letter. It was addressed from Buckingham Palace and it took a while to sink in but I'm delighted to be recognised. All the work I have done is for the good of Byker and the local community. Even when I started this journey back in 2018, it was always with Byker in mind."

Congratulations Penny, a well-deserved honour.



L-R: Phil Anderson, Andrew Swann and Andrew Gilby

Our priority is to provide all customers with a well-maintained safe and secure home. To help us do so, a team of surveyors are carrying out a survey of all homes on the Byker Estate to help us understand the condition of your home and identify what investment may be needed in future.

A surveyor from Karbon Homes will be visiting your home to assess things such as windows and doors, internal and external walls, the condition of the roof and other important aspects such as ventilation.

This survey is different to the other works that are already scheduled to take place in your home such as the installation of new bathrooms with showers and replacing internal doors as well as installing new kitchens.

The visit will last no more than 30 mins. We will send you a letter to tell you when the surveyor will be in your area and to invite you to book an appointment directly with them. This will be on a day and time that is convenient for you.

Some of you may have already had a visit as they started visiting homes in January and we expect to be doing these right through until May 2024.

It is important you grant us access to your home to carry out the survey. Please contact us on 0800 533 5442 if you have any questions however, if you haven't already had an inspection, we'll be writing to you with the details of who your surveyor will be.

STRUCTURAL SURVEY - BYKER WALL

We've appointed a structural engineering company called Ridge and Partners LLP to carry out a survey to assess the structural condition of the Byker Wall including all link blocks. Please be assured there is nothing to be concerned about.

The survey will help us to understand the condition of the building and is part of our approach to building safety to ensure we plan any recommended works. The works commenced at the end of January and are expected to last three months.

Engineers will be working during normal working hours between 8.30am and 5pm weekdays and they'll be carrying out concrete sampling, which is limited to staircase areas and will involve drilling which at times, may be noisy and could cause some vibration.

Ridge also plan to carry out some ground investigation as part of their survey and investigation work which is expected to start later this month, this will involve various boreholes and trial pits along the length of the Byker Wall to assess the ground conditions.



CONSULTATION UNDERWAY AT AYTON

Consultation on the wider external environmental improvement programme has commenced with customers living in the Ayton neighbourhood.

The works are part of a £12 million investment programme by Karbon Homes between now and 2030. As part of the transfer of engagements with Karbon in April 2021 and the development of a Community Pledge, Karbon committed to invest in the Byker Estate which included a programme to improve the external environment.

Two drop-in sessions were held in January and February so customers could view some of the initial design proposals and discuss the priorities that are important to them.

The priority issues customers living in the Ayton neighbourhood told us were important to them were:



Our architects will be revising some of the designs and then we'll be inviting all customers to give us their final thoughts and feedback on the proposals, prior to submitting them for planning permission.

Look out for more details or if you would like to speak to us beforehand, please contact Ruth Clifford on **0800 533 5442** or email ruth.clifford@bykerct.co.uk

DUNN TERRACE - THANK YOU FOR YOUR VIEWS

Following customer consultation and feedback on the proposals for Dunn Terrace, we submitted plans to the Planning department of Newcastle City Council in August. We'll let you know as soon as we hear back from them on our proposals and more information about when works are planned to start in Dunn Terrace.

AFFORDABLE FOOD IN BYKER

Here in Byker, there's a great range of affordable food services – right on your doorstep!

Each service provides a different offering, to suit various circumstances so we've created this handy guide so you can get to know a bit more about them.

THE BREAD AND BUTTER THING ACANE, RABY CROSS



Opening times

Collection every Friday at 1:30pm

The Bread and Butter Thing is the latest food hub addition to the estate, offering regular access to affordable food, at a fraction of high street prices. Unlike The Pantry, The Bread and Butter Thing is a pre-order style service.

For £8.50, you can 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.

It's simple and free to sign up. Text 07860 063 304 with your full name, postcode, and type Byker (as the name of the hub you will be collecting from).

BYKER MUTUAL AID ST MICHAELS CENTRE, RABY CROSS

Opening times

Free food collection: Wednesday 3pm-4pm

Byker Mutual Aid is a grassroots community group volunteering support for neighbours in Byker. If you find yourself struggling to keep your kitchen stocked up, they provide free food once a week on a Wednesday, 3pm-4pm and can arrange and deliver food parcels.

THE PANTRY RABY CROSS



Opening times

Tuesday: 9:30am-12pm, 1pm-4pm

Thursday: 2pm-6pm

Operating from Raby Cross (next door to our office), The Pantry has been providing our community with affordable food shopping since 2016.

It operates on a points-based system, it's just like visiting a supermarket, but customers can exchange money for points, and those points can be used to purchase food, but for at least half the usual highstreet cost.

It's a great way to save on your cupboard staples, and they also have frozen produce too.

CONNECT25 162 BRINKBURN ST

Opening times

Monday-Thursday 10am-2pm

Connect25 is a food bank that can deliver emergency food supplies if you find yourself struggling. They provide home deliveries twice a week and they are usually on Tuesday and Thursday afternoons. For further information on booking a delivery, please contact Connect25 on 07976 479 111.

A CGI of the new houses



PLANS APPROVED FOR 24 NEW HOMES

Plans to develop 24 new affordable homes for rent near Bolam Street, on land next to Harbottle Park, have been given the green light by planners.

The development will include a mix of twelve 1 & 2-bed level access bungalows, eight 2-bed houses and four 2-bed apartments.

The homes will have sizable gardens to the front and private gardens to the rear. The majority of homes will have off-street car parking and work is expected to start on site this summer.

Michelle Bell, Assistant Director Byker Community, said: "We are delighted with Newcastle City Council's decision to approve the plans, which will provide much-needed homes, to meet the needs of current and future customers. This will be our first new build development on the estate, which will provide quality, affordable homes for rent.

"We have been working closely with planners over the last year on the development of the scheme and we're looking forward to appointing a contractor and getting works started on site."

INTERNAL IMPROVEMENTS

We continue to receive positive customer satisfaction about the service and quality of work delivered by RE: GEN.

100%

of customers (between Oct and Dec) said they were satisfied with the internal improvement works to their homes.

In total we have delivered:



799

New bathrooms with electric showers installed



910

New internal doors



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.

WAYS TO GET INVOLVED



Did you know that there are lots of different ways you can have your say on the way we deliver services?

We caught up with **Bijoli Deypurkaystha, Community Engagement Officer**, to find out more about the ways you can get involved with BCT.

WHAT IS CUSTOMER ENGAGEMENT?

Customer engagement is all the ways we interact with our customers – this can be when we visit you in your home, speak on the phone, message via email or on social media.

At BCT, we also run our customer engagement groups. These groups give our customers the chance to find out about each part of our business, how and why we do things and to listen to your views.

HOW CAN CUSTOMERS GET INVOLVED WITH BCT?

We have lots of opportunities for customers to get involved with BCT's engagement groups.

Each group meets a few times throughout the year, with opportunities to join both in-person and remotely via computer.

All BCT customers are welcome. You don't need to be an expert in the subject matter, just be interested and open to the discussion.



Cleaning Inspectors – help us to ensure the walkways and stairwells in the Byker Wall and other blocks are kept safe, clean and tidy by providing your feedback.

Grounds Maintenance Inspectors – get involved and provide feedback on the service that has been delivered in your area.

Customer Scrutiny Panel – review our services and provide feedback on how they can be improved.

Building Safety Panel – your safety matters to us, which is why we're actively engaging in regular Building Safety panels to ensure we're meeting the latest regulations. Your insights guide us in creating a safer living space for you and your community.

Surveys – we ask for feedback via various surveys to help us improve services and your neighbourhood. Your feedback is greatly appreciated.

Estate Walkabouts – join our Neighbourhood Housing Officers on their walkabouts and give us feedback on any issues or concerns that you may have. Check our Facebook page for dates.

Litter picks – spring clean your estate by joining us on a litter pick. You'll join other volunteers and all equipment will be provided. Check our Facebook page for dates.

The Bread and Butter Thing – become a volunteer to help unload the van and pack food into the bags every Friday afternoon.



If you're interested in any of these roles or for more information, we'd love to hear from you.

Please call Bijoli Deypurkaystha on 0800 533 5442 or email bijoli.deypurkaystha@bykerct.co.uk

BECOME A CUSTOMER CLEANING INSPECTOR



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

Would you like to give us regular feedback on the cleaning in your block?

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**.

BYKER
community trust
Part of the Karbon family

JOIN OUR BUILDING SAFETY PANEL

If you live in the Byker Wall, we'd love to have you as a member of our Building Safety Panel.

Your insights guide us in creating a safer living space for you and your community.

We meet every couple of months for a few hours and as a thanks for your time, you'll get a £15 Love2Shop or Amazon voucher.

To take part or to find out more, please call:

07930 842 197

or email: connectwithkarbon@karbonhomes.co.uk



karbon
homes

Providing a strong foundation for life

BEWARE OF CLAIMS COMPANIES



Customers have made us aware of a letter that has been circulated from a claims company.

Making sure your home is somewhere you can be proud of is so important to us. We'd really encourage you to drop us a line if something isn't up to the standards that we all expect and deserve.

Across the country, social housing organisations – like ours – are seeing an increase in claims management companies contacting customers to encourage legal action when a home falls below these standards. Sometimes this means customers can get 'locked in' to a legal process, which could put them at personal financial risk. These approaches can also be fraudulent.

We appreciate you may want to pursue a claim. If you speak to us first, we can make sure the issue – however big or small – is resolved without delay or the cost of legal processes. This means we can spend money reinvesting in our services and good quality homes.

You can also access free, independent help and advice from other organisations, including:

Citizens Advice Bureau. Tel: **0800 144 8848**

Shelter. Tel: **0808 800 4444**

Housing Ombudsman Service. Tel: **0300 111 3000**

To find out more about reporting repairs, please visit <https://bykercommunitytrust.org/tenancy/repairs>



DISTRICT HEATING – WALKER ROAD

Engineers from Newcastle City Council have been excavating the road at Walker Road to install a new section of primary mains pipework.

Customers shouldn't experience any disruption to the supply of heating and hot water while the old mains are still in use. Switchover to the new pipework is expected to take place in May when it's warmer and there is less demand on the system.

WORK STARTS ON NEW YOUTH AND COMMUNITY HUB

Work has started on the transformation of St. Michael's Church into a state-of-the-art youth and community hub.

Named 'The Lighthouse Project', the new hub will provide a safe and central meeting place where young people and the community can meet, alongside a reimagined worship space.

The Lighthouse Project have asked us to inform customers that access areas have been closed to the general public and the area inside the church has been cleared so construction work and restoration can commence. The work is expected to be completed by March 2025.





FREE NUFC TICKETS

Newcastle United Foundation donated a match day experience for eight children and two adults to watch the Newcastle United vs Manchester City match at St. James' Park in January.

The day commenced with a coaching session followed by travel to the stadium, a pre-match meal and then complimentary seats to watch the game.

What a fabulous experience for all involved! Congratulations to the pupils from Byker Primary School.



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.

A MESSAGE FROM TYNE & WEAR FIRE AND RESCUE SERVICE

As the darker nights turn lighter, we can finally start looking forward to welcoming in the spring and summer months, including the Easter holidays.

It's important you are aware of your child's whereabouts and activities. We appreciate this can be difficult, but the Service works closely with our partners to try and reduce anti-social behaviour throughout the area.

We have also seen an increase in wheelie bin fires since the start of the year, so please bring in your bin after collection and keep it stored securely.

Always remember you can anonymously report any fire-setting activity to FireStoppers on 0800 169 5558.

Tyne and Wear Fire and Rescue Service – keeping our communities safe from harm!

BCT AWARDS FUNDING TO BYKER MUTUAL AID



BCT provided £300 funding from its Community Investment Fund towards the provision of food items to the Byker Mutual Aid. The group, which was set up to provide weekly food handouts and emergency support, used the funding to support Byker residents between Christmas and New Year.



NEW STAFF

We'd like to welcome the following new members of staff who you may speak to on the telephone or face-to-face.



Adetunji Adegbite (TJ)

Neighbourhood Housing Assistant (working from 17 Raby Cross)



Jessica Ford

Neighbourhood Housing Officer (now looking after Emma's old neighbourhood)



Liam Whitworth

Karbon Solutions Team Manager



Carlie Kodua

Neighbourhood Housing Assistant (working from 17 Raby Cross)



Paul Dunham

Operations Surveyor, Karbon Solutions



THOUSANDS SUCCESSFULLY CLAIMED FOR CUSTOMERS

 **£44K**
SAVED FOR CUSTOMERS

 **220**
CUSTOMERS SUPPORTED

 **£200**
PAID TO EACH CUSTOMER

Aneta, our Tenancy Sustainment and Welfare Reform Officer, has been working closely with Newcastle City Council to ensure 220 Byker customers successfully benefited from Household Support Fund Payments of £220 each. This equates to £44,000 in just four weeks (from 16th January to Monday 12th February 2024.)

The Household Support Fund (HSF) was set up to support customers in exceptional circumstances. In order to be eligible for the £200 payment, customers had to:

- 1) Be a resident living in Newcastle; and
- 2) Be the main householder i.e. responsible for the household bills; and
- 3) Have a budget deficit i.e. have more going out than coming in; and
- 4) Be referred by Byker Community Trust after seeking advice to address the issues causing the deficit budget.

Customers could self-refer and our team helped to complete and submit the application on their

behalf. Payments were then paid directly into a bank or building society bank account within 10 working days. In the Spring budget, the Chancellor announced an extension to the fund.

We are working closely with the Council to ensure we can support our customers when future funding is announced.

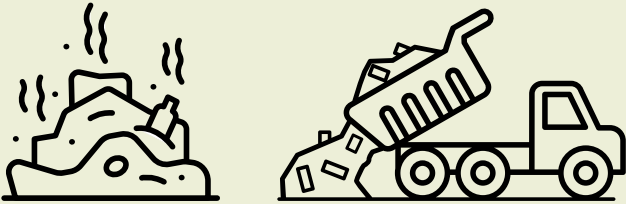
WE'RE HERE TO HELP YOU!

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**

FLYTIPPING AT BRINKBURN STORES

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.



There is a persistent problem with fly tipping in this area and enforcement officers from the Council have taken action. Ten statutory notices under the Environment Protection Act 1995, section 108, have been served on residents and a landlord, requiring them to attend the Civic Centre.

It's a criminal offence to fly tip. If you witness flytipping, you can speak to us confidentially on **0800 533 5442**.



INTERIM CIVIL INJUNCTION SERVED



Working in partnership with the Police, we were successful in obtaining an interim civil injunction against John Thompson.

Thompson, 38, of no fixed abode, is prohibited from entering or remaining in the Byker area. The order was granted on 22 December at North Tyneside Magistrates' Court and also prevents him from associating with two other known offenders and will be in place until 2 January 2025.

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We will not tolerate any anti-social behaviour and/or criminal behaviour on our estate.



POLICE COMMISSIONER VISITS BYKER

Northumbria Police and Crime Commissioner, Kim McGuinness visited Launchpad's Avondale House on Raby Way in January to learn more about the work they do to support veterans. Staff from Karbon were invited including our two Safer Communities Officers, Craig and Elizabeth who spoke about the work they are doing on the estate.

YOUR NEIGHBOURHOOD HOUSING TEAM

We'd like to welcome Jessica Ford who has been appointed as a Neighbourhood Housing Officer and will be looking after Emma's old patch. Emma is now managing the patch that Gary Greer used to look after (see map on back page).

Our Neighbourhood Housing Team is dedicated to working closely with customers to find out what your views are on how we can further improve our services to you.

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



Jessica Ford
07841 431 664
jessica.ford@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

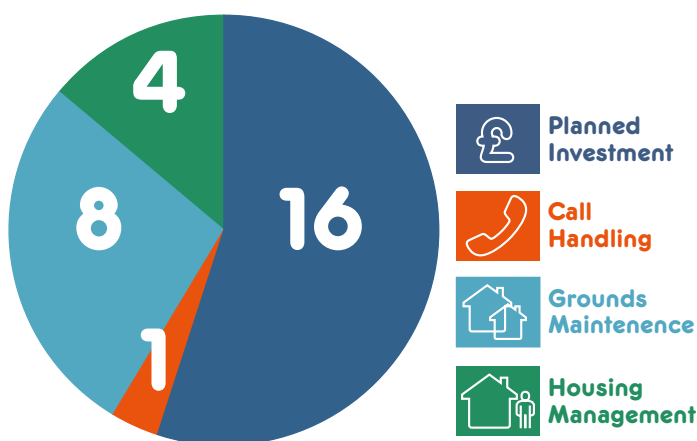
Q3 – October to December 2023

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 15 complaints in Q3 and 29 compliments from customers happy with the service they received from us.

Number, Nature, Outcome

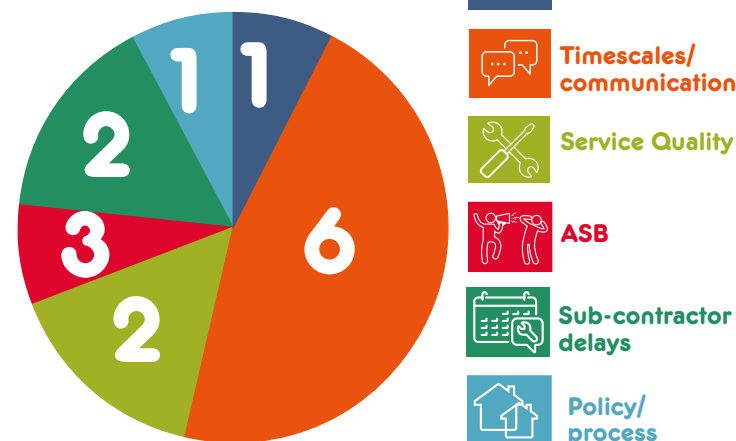
29 
COMPLIMENTS



15 

COMPLAINTS

X13 (STAGE 1) X2 (STAGE 2)



COMPLAINTS UPHELD

Upheld

6

Not Upheld

1

Partially Upheld

8

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

E S R C S S F Q N E T Z G R N V
 N X A P S C B B V E E D X T Z A
 O P U R Z Y H U B D L P V B X H
 I Q O Z P Q S N I I B X Y Y T U
 T H M A I O W N Q E A E N K N G
 A G L W Q V L Y U S D A N E E I
 T E I G N S U I G U R S E R M M
 L M S F B H U Z C O O T P W E A
 U U T B R C T R Q E F E F A V L
 S N R A Q U H E V R F R S L L O
 N G X U E O R S E E A L N L O B
 O L E M U N S U Q V Y Q U M V I
 C N E I G H B O U R H O O D N S
 O M O G M J U F Y I T Z R A I P
 B U I L D I N G L S A F E T Y Q
 C U V B R T H G Z K B J S I R K

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

Easter	Surveyor	Safety
Bunny	Byker Wall	Neighbourhood
Bolam	Consultation	Police
Affordable	Involvement	
Penny	Building	

Congratulations to Miss Haruna of Chirton Wynd who won the last wordsearch competition!



Name:	Address:
Postcode:	Daytime telephone number:

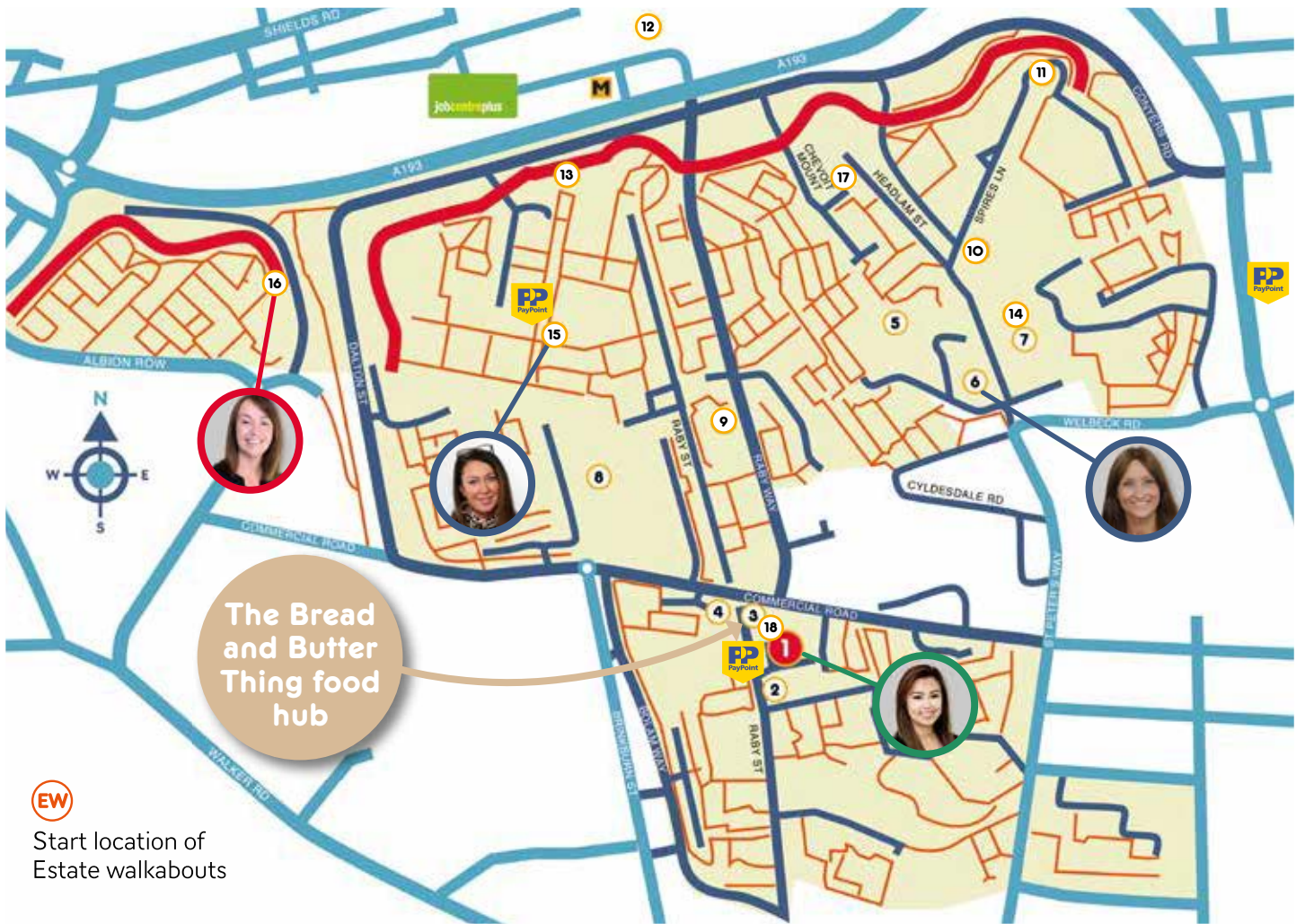
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 31 May 2024.**

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

