

# Help keep Byker tidy

Come and join us on our day of action - see page 3

**BYKER**  
community trust  
Part of **Karbon Homes**

Newcastle  
City Council 



# **WELCOME TO OUR CLEANER, GREENER BYKER NEWSLETTER, BROUGHT TO YOU FROM NEWCASTLE CITY COUNCIL AND KARBON HOMES**

**Working with customers to keep the Byker Estate clean, safe and well-maintained is a top priority for us.**

In this newsletter you'll find details about our clean-up day of action, CCTV installation plans, skip schedule, litter picks, and a multitude of waste disposal options available to you in and around the estate.



# LOVE WHERE YOU LIVE AND HELP US LITTER PICK

**On Wednesday 18 September, we're holding a day of action to tidy up the estate.**

Led by Karbon's Grounds Maintenance Team, we'll be working together to rid the estate of litter and fly tipping. Would you like to join the team and get involved?

We will be providing litter picking equipment on the day.

**Did you know, you can request to use free litter picking equipment any time? Just email Newcastle City Council at [lovewhereyoulive@newcastle.gov.uk](mailto:lovewhereyoulive@newcastle.gov.uk) for further information**

We will also be providing eight skips throughout the estate so you can dispose of bulky items.

**Did you know we provide skips four times a year to dispose of your bulky items for free?**



Newcastle  
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Skips will be placed in the following locations:

- Chirton Wynd
- Ayton Rise
- Garmonds Way
- Northumberland Terrace
- Brinkburn House
- Raby Way at the rear
- Cheviot Mount
- Felton Green

We'd love to see some of our community join in with our efforts to tidy the estate – scan the QR code to



register your interest with Karbon's Community Engagement Officer Bijoli. **We will be meeting at the BCT Office, 17 Raby Cross at 9am.**

We need our community's support to keep our estate clean and tidy, ensuring waste and fly tipping is disposed of correctly. Thank you to those who already help keep Byker clean, and we look forward to seeing you on our day of action!



## CCTV Installation

### Did you know it is illegal to deposit any waste onto land in Byker?

Fly tipping is having a negative effect on our neighbourhood and we take this illegal behaviour very seriously.

We're pleased to tell you we are installing new temporary CCTV cameras on the estate. These will be positioned in fly tipping hotspot areas over the coming weeks, acting as a deterrent to any potential unlawful activity and recording those who do dispose of waste illegally. We will take action against those who break the law and fly tip on our estate.



## Recycling

### Looking after your bins

If your wheelie bin has a damaged lid or damaged wheels, the Council may be able to repair it free of charge. Please request your free repair: [www.envirocall.newcastle.gov.uk/replacementbins](http://www.envirocall.newcastle.gov.uk/replacementbins)

### Side waste

Waste is collected by the Council. All rubbish should be inside a bin, with the lid closed. Unfortunately, we can't collect any side waste, and you may receive a fixed penalty notice (between £75 and £200) if you put loose waste next to your bin.

## Enforcement

Fixed Penalty Notices and fines are issued for environmental offences including fly tipping across the estate.

Since May 2024, we have issued a total of

8

notices

Please remember that if you see any fly tipping, report it to us. With your help, we can rid the estate of illegal waste.

# RIGHT WASTE, RIGHT PLACE

Your guide to recycling at home in Newcastle



**Mixed glass**  
(bottles and jars, rinsed)

Keep glass separate and only put it in the **black** caddy



**Yes**  
please



**Newspapers and magazines**



**Paper, leaflets and envelopes**



**Plastic bottles, tubs, pots and trays**



**Cardboard and cartons**



**Food tins and drink cans**



**Aerosols (empty)**



**Foil trays (cleaned and crumpled)**

Please wash and squash your items and replace tops and lids on bottles and jars to keep recycling clean and dry.



**No** thank you



Please recycle your **Batteries** in collection boxes and tubes at supermarkets and other shops

We want to support the re-use of textiles. Please take your textiles to charity shops or donation banks which can be found throughout Newcastle.

## Electrical items

Do not place electrical items or vapes in any bin.

We collect small electrical items free of charge from your doorstep or you can drop them off at one of our library drop off points.



For more information or to book your free collection or scan the QR code:



Your recycling bin **will not be emptied**, if it doesn't contain the right items.

# Reuse Your Old Items

**Do you have unwanted items, such as furniture, that could still be used by someone else?**

There are some great ways you can donate furniture, right on our doorstep!

## The British Heart Foundation

The British Heart Foundation offer free collection appointments for bulky items, for example furniture. To book a collection, and to find out more on what they can and cannot collect, head to: [www.bhf.org.uk/what-we-do/find-bhf-near-you/byker-furniture-electrical-store](http://www.bhf.org.uk/what-we-do/find-bhf-near-you/byker-furniture-electrical-store)

For items such as clothes, they also have recycling banks. There are multiple clothing banks near the estate, including one at St Peters Basin. For a full list of the banks,

head to their website: [www.bhf.org.uk/what-we-do/find-bhf-near-you](http://www.bhf.org.uk/what-we-do/find-bhf-near-you)

## Orange Box North East



Orange Box North East collects and re-distributes unwanted donated furniture, household items and white goods and recycles these back into the community.

Orange Box offers a FREE and prompt furniture collection service, from single donations to full house clearances.

**To make a donation, or to check on stock availability call 0191 2242 116.**

**Give your preloved items a new lease of life**





HUMANS OF  
NEWCASTLE

# Don't bin them, recycle your old electricals

Anything with a plug, battery  
or cable can be recycled and  
turned into something new.

Bag up your small electricals  
and book a free Newcastle  
City Council doorstep  
collection online, or call  
0191 278 7878 and ask for  
"Your Local Services".

Visit [envirocall.newcastle.gov.uk/  
weee](http://envirocall.newcastle.gov.uk/weee) to book your free collection.

 recycle  
your  
electricals

Together with

Newcastle  
City Council 







# Bulky Waste

**If your bulky items cannot be reused, there are other ways you can dispose of them.**

## **Byker Recycling centre**

The council's Byker Household Waste Recycling Centre will take the majority of household waste. Open from 8am to 6pm Monday to Sunday, you do not need to book an appointment to visit. You will need to take proof of being a Newcastle resident with you, for example a council tax bill, and a form of photo I.D such as a passport.

Bulky waste could include things like:

- heavy items such as a sofa.
- large items such as domestic white goods including fridges, washing machines and cookers.
- smaller items such as an ironing board or a TV unit.

The 25% discount will be applied when you check out, book your collection now. [www.newcastle.gov.uk/services/environment-and-waste/rubbish-and-recycling/bulky-waste-collection](http://www.newcastle.gov.uk/services/environment-and-waste/rubbish-and-recycling/bulky-waste-collection)

**Newcastle City Council currently has a 25% discount on all listed item prices for bulky collections and prices start from £10**

Please be aware, you cannot access the centre on foot, and if you are using a larger vehicle, you may need to apply for a permit.

## **Bulky Waste Collection**

Bulky waste items are domestic waste items that you cannot dispose of in your general waste bin.



# Keeping our estate tidy – ways to get involved

**We work together tirelessly to keep the Byker Estate tidy. There are a few ways that customers can get involved to help maintain the areas around your homes.**

## **Litter picks**

Litter picks are held on the first Tuesday of every month. We meet outside the Byker Community Trust office, 17 Raby Cross at 10am, and post reminders on Facebook (search Byker Community Trust) beforehand so keep an eye out for our next one.

**Did you know 16 of our customers are our Grounds Maintenance inspectors?**

## **Estate Walkabouts**

Our estate walkabouts are a great opportunity to meet with your Karbon Neighbourhood Housing Officer and address any questions, concerns or suggestions about the area around your home.

We currently hold the walkabouts quarterly and advertise our upcoming ones on the Byker Community Trust Facebook page (search Byker Community Trust).

## **Grounds Maintenance Inspectors**

Have your say on the way we maintain the grass, hedging, planters etc. around the estate.

Our Grounds Maintenance Inspectors work alongside our Grounds Maintenance Team to provide feedback on the service you receive as customers. It involves filling out a short survey after work has been carried out on the estate, which we can then use to make impactful changes to the service we provide you as customers.





Our Grounds Maintenance Team litter pick and maintain the environment on the estate across eight zones, working in your neighbourhood every two weeks.

For information or to get involved contact Bijoli, Karbon's Community Engagement Officer for Byker:

**[bijoli.deypurkaystha@karbonhomes.co.uk](mailto:bijoli.deypurkaystha@karbonhomes.co.uk)**

**0800 5335 442**

**Did you know our  
Grounds Maintenance  
Team empty 38 litter  
bins across the estate  
every week?**



## HELPFUL CONTACTS



### **Byker Community Trust:**

call 0800 5335 442 or  
email [enquiries@bykerct.co.uk](mailto:enquiries@bykerct.co.uk).

### **Fly tipping around the estate:**

call 0800 5335 442 or contact your  
Karbon Neighbourhood Housing  
Officer directly to report

### **Bulky waste collections:**

Call the Council on 0191 2787 878  
and ask for "Your Local Services" if  
you need any advice about our bulky  
waste service or if you are not sure  
how to dispose of certain things.

### **Recycling centre:**

0191 278 3943

**Get involved:** [bijoli.deypurkaystha@karbonhomes.co.uk](mailto:bijoli.deypurkaystha@karbonhomes.co.uk) 0800 5335 442

### **British Heart Foundation collections:**

0191 283 5370

### **Orange Box collections:**


0191 224 2116

**Valuable time is being spent collecting illegal fly tipping on our estate, making the area look unsightly and affecting the community in which you live. We could be using our time better, making real changes to improve your communal areas and environment.**

**We won't tolerate illegal fly tipping and neither should you – please help us to keep Byker tidy.**

 Call: **0800 533 5442**

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

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

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

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