

BYKER NEWS

community trust www.bykercommunitytrust.org

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



**BYKER BEST
SUMMER EVER
SEE PAGES 4-7**

**DISTRICT HEATING SYSTEM UPDATE
SEE PAGE 9**

**COST OF LIVING CRISIS – WE’RE
HERE TO HELP YOU SEE PAGE 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



July 22 £40m

July 2012

Since July 2012, BCT has invested £40m 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: A Byker resident enjoys this year's Jubilee Celebrations in June. Photo courtesy of The Byker Pantry.

Answers to the spot the difference on page 23.



WELCOME TO THE SUMMER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



The cost of living crisis is affecting everyone and is a real concern – you're not alone. We don't want you sitting at home worrying about it, with prices for everyday costs such as food and electricity increasing, so we've pulled together some information (see pages 10 & 11), which I hope you'll find useful. If you need to speak to us, please get in touch.

I'm pleased to report that the main heat station is now supplying heating and hot water to customers fed by Janet Croft, Ayton, Bolam, Dunn Terrace and Kendal substations and Newcastle City Council are now arranging for the temporary boilers to be removed. Engineers are working hard to repair the underground pipework and we'll continue to keep customers updated on the progress of repairs when we have more information from the council. Please see page 9 for further information.

Last year's summer trips were a huge success, so over the page, you'll see we have organised more exciting trips for our customers over the summer holidays. These trips are all free of charge to BCT customers. We hope to see you there!

This year's 'Byker in Bloom' gardening competition is up and running and it would be great to see as many entries as possible.

Why not enter yourself, a neighbour or a family member, into the competition and you could win a range of shopping vouchers.

We've set up a project group, working in partnership with Newcastle City Council, to tackle issues of waste and fly tipping on the estate. We'll be carrying out random checks over the summer and focusing our work on four key areas, namely education, enforcement, rubbish in our blocks and new approaches to tackling the challenges with waste across the estate. Please help keep your community tidy by disposing of your waste correctly.

Karbon has embraced new digital technology with the launch of a new app. When you book a repair, you can use our new app called 'On Our Way' which sends you text messages about your repair, tells you when our trade colleagues are expected to arrive at your home and track their journey on a map.

As always, we'd love to hear from you about how we can improve our services. We'd also encourage you to get involved in helping us to shape our services, find out how on page 13.



Please give us a follow on Facebook **@bykercommunitytrust** where we post regular updates about what's happening on the estate.

I'd like to wish all our customers a wonderful summer holidays.

Michelle Bell
Assistant Director – Byker

WHAT'S ON

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



Newcastle United Foundation activities



Football, dodgeball and multi-sports



Last two weeks of the holidays (Tues-Fri)
Tues 23rd Aug - Fri 26th Aug 10am-2pm
Tues 30th Aug - Fri 2nd Sept 10am-2pm

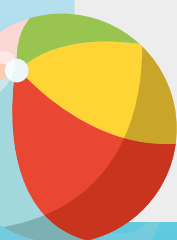


Byker Primary School



FREE

You must pre-register via Byker Primary School. Packed lunches will be provided to each child.




All photos courtesy of Newcastle United Foundation.

DUE TO THE SUCCESS OF LAST YEAR'S DAY TRIPS, WE'VE ORGANISED THESE FABULOUS DAYS OUT FOR YOU THIS YEAR. ALL TRIPS ARE FREE OF CHARGE AND ARE BASED ON A FIRST-COME FIRST-SERVED BASIS.

All BCT trips are FREE! Packed lunches included*


Children and families

 Wednesday 3 August

 **Whitehouse Farm**




All ages

 Wednesday 17 August

 **Beamish Museum**




All ages

 Wednesday 10 August

 **Gibside National Trust**



Over 55's

 Wednesday 24 August

 **Alnwick Gardens**



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.



WHAT'S ON

Byker Best Summer Ever

 2–18 August, every Tuesday, Wednesday and Thursday

 Northern Stage, Barras Bridge

 FREE



This year, Northern Stage are back and they want to invite you to theirs. A whole load of activities for anyone aged 5–15 at Northern Stage's building at Barras Bridge. It's just for people in Byker but everyone is welcome and if you are under 8 then you'll need to bring a grown up too.


They'll have garden games on the lawn, crafts, and workshops where you can try out some circus and dance skills, plus the odd show thrown in. There will be a cinema and delicious hot food served in our café bar every day, all for FREE.


A bus will pick you up at 11.30am each day and they'll make sure you get back home too. Or walk, cycle or take the metro. They'd love to see you there.


Sign up at the Youth Café at Raby Cross (open Tue, Wed, Thu from Tue 26 July) each morning between 10am and 1pm or just pop along for a cuppa and to get more information about what to expect.

You can find out more about Byker Best Summer Ever by texting 07933 117 110

Fix your bike

 Every Wednesday throughout July and August, 4pm-5.30pm

 Northumberland Terrace, Ayton Rise, Priory Green, Felton Walk, Orpington Avenue

 Repairs are free. We will show you how to fix your bike yourself

Kids Kabin and Recyke y'bike will be running outdoor bike repair workshops around Byker. For more details, please contact Sara Newson – Sara@recyke.bike or will@kidskabin.org.uk Call: 07896 928 189






Free to access!


Summer Holiday Forest School Sessions!


Could your child benefit from getting back to nature for some fun and learning?

Children North East will be delivering Forest School sessions for children aged 9+ in Byker during the summer holidays.

Places can be booked from 4th July, on a first come, first served basis. To learn more or book contact Teresa Bromilow at teresa.bromilow@children-ne.org.uk or call 0191 273 3997.

ACANE Best Summer 2022

 25th July to 17th August

 ACANE Centre, Raby Cross. Outdoor football at Harbottle Park

 FREE

Table tennis, dancing, cycling, football, street cricket and hot meals provided

For more information, please contact Gaby Kitoko on 0191 265 8110 or email acane2003@hotmail.com



Byker In Bloom 2022



Byker in Bloom Annual Gardening Competition has been running for 20 years and celebrates all that is beautiful about your garden. Whether your garden, balcony, yard or even a hanging basket, there's a category for you.

Categories include:

- **Most Attractive Front Garden**
- **Most Attractive Back Garden**
- **Most Attractive Balcony**
- **Community Project**
- **Newcomer**
- **Young Gardener (Under 18)**
- **Wildlife Friendly Garden**

Entries must be received by: **Tuesday 26 July 2022.**

The competition is open to anyone living in the Byker ward.

Judges will visit in the week commencing Monday 15 August 2022.

To Enter:

Online: Follow link to entry form at:

<https://forms.office.com/r/Sy1gXwENQL>

Facebook: @BykerCommunityTrust

Phone: Caroline Collinson on 07855 827 996 for email or postal entry or for any other queries.

Newcastle
City Council 

Byker Ward Committee

BYKER
community trust

Part of the **Karbon** family

DELIVERING OUR COMMUNITY PLEDGE



STAIRWELL COLOUR CONSULTATION

In April, we invited customers living in the Byker Wall and communal blocks across the estate to view the various colour options as part of the stairwell upgrade.

The works will include new flooring and redecoration of the communal entrances and stairwells across the estate. Flat entrance doors and cupboard doors on the stairwells will also be redecorated.

Thank you to everyone who gave us their views on the different colour options. We received over 120 responses and the most popular colour scheme was A (please see picture). The bottom colour will be the colour used on the doors and trim e.g. bannisters and skirting boards, the middle colour will be the main colour of the walls and the top colour will be used for any feature walls within the block.

The most popular choice for the flooring was black. Bell Group will be carrying out these works over the coming weeks and they are expected to be completed by October 2022.



EXTERNAL REDECORATION

We have started the external redecoration works around Raby Way and Gordon Road which will include 170 homes. We'll work closely with Bell Group who has been appointed to carry out the works and aim to deliver these improvements to you by the end of August.



BATHROOM AND INTERNAL DOOR REPLACEMENTS

RE:GEN Group has started delivery of year 2 of the improvement programme, upgrading bathrooms with showers and replacing internal doors. Works have recently been completed at Headlam Green and Manor House Close and will move onto Avondale Rise and Carville Rise in the coming months. Customers will be contacted by RE:GEN before any works commence in their home to arrange a survey and outline what work is required.

All homes across the estate will receive a new bathroom with shower and new internal doors between 2022 and 2025. We will then return to provide all customers with a new kitchen between 2025 and 2029.

DISTRICT HEATING SYSTEM UPDATE



Following the leaks identified on the Byker District Heating System (DHS) in December, Newcastle City Council (NCC) are committed to carrying out essential repair works to the underground pipework and to the longer term investment required.

Temporary boilers were connected to all 11 substations across the estate to allow NCC engineers to carry out repairs to the network whilst maintaining a heating and hot water supply to your home.

Works to repair the leak on the pipework at the main heat station on Walker Road is now complete. Tests were undertaken on the network by slowly building up the water pressure and heat before fully switching the supply back over to the main heat station.



We are pleased to report that the main heat station is now supplying heating and hot water to customers fed by Janet Croft, Ayton, Bolam, Dunn Terrace and Kendal substations and NCC are now arranging for the temporary boilers to be removed.

Repair works are still on-going adjacent to Shipley baths and Gordon Road, therefore customers who receive their heating and hot water supply from Shipley, Chirton, Grace Lee, Raby/Carville and Gordon Road substations will continue to receive their heating and hot water supply from either the main back up boilers at Shipley or the temporary boilers at Raby/Carville and Gordon until repair works are complete. We'll continue to keep customers updated on the progress of repairs to the DHS via text messages, BCT's website, social media and the Byker News newsletter.

If you experience any issues, please report the problem as we'll get someone out to your home as soon as possible.

You can contact us at:

In person: At the BCT office at 17 Raby Cross

Call us: 0800 533 5442 and select option 1

Email: customerservices@bykerct.co.uk

COST OF LIVING – ADVICE, SUPPORT AND INFORMATION

The rising cost of everyday living is affecting us all. But as a BCT / Karbon Homes customer, you can access free, independent support to help you through these difficult times.

You'll have heard it on the news and seen at first-hand that the prices for everyday costs for energy, fuel and food is rocketing. The cost of living is increasing but we don't want you sitting at home worrying alone about it. Karbon's Money Matters Team are experts in benefits and money and are here to help. By working through things together now, we can help you get a head start on winter when you'll be using more energy. Here are just some of the ways the team can support you:

Managing your bills and budgeting

We'll help you to work out where you can make savings on your bills and cut costs. Making a personal budget planner is a great first step towards taking control and is a really smart investment of your time. When you're finished, you'll know how much money you have left at the end of each month – and if you can make savings.

Rent

We do everything we can to make paying rent as easy as possible, finding a rent payment plan that fits best with your income and circumstances, and getting you set up with a direct debit so you never fall behind. Contact your dedicated neighbourhood housing officer on the usual number 0800 533 5442. Remember, you can also view rent statements and manage your payments all online with your MyKarbon account.

Debt advice

We're part of the Money Advice Network so we can get you debt advice quickly – sometimes on the same day. We can also advise on loan sharks and illegal lending and signpost you to trustworthy alternatives such as credit unions.



DISCOUNTS & GRANTS

You could be eligible to save money on your household bills through various grants, discounts and deals. Here's a few that you may be able to access:

One-off government grants

- **£150 tax rebate** if you pay council tax and live in Council Tax bands A to D. If you pay by direct debit, this will be paid automatically into your bank account by September.

Newcastle City Council has written to all eligible households who do not pay their Council Tax by Direct Debit, to inform you how to apply. You will need your **Property Reference and Council Tax Reference** numbers. These are included in the letter from the council.

To make an application and to find out more information about the energy support payment, you can visit www.newcastle.gov.uk/energysupportclaim

If you need further information about the energy support payment or do not have access to the internet and would like to speak to someone, please call Newcastle City Council on **0191 278 7878** and ask for **Energy Support Payment**.

Alternatively, if you need any further assistance in accessing the application, pop into the BCT office at 17 Raby Cross and one of the team will be able to provide help and support. Applications must be received by **31 August 2022**.

- **£400 energy bill payment** for every household from October. Direct debit and credit customers will have the money credited to their account, while customers with pre-payment meters will have the money applied to their meter or paid via a voucher.
- **£650 cost of living payment** to all households in receipt of means-tested benefits. The Department for Work and Pensions (DWP) will make the payment in two lump sums – the first from July, the second in the autumn. Payments from HMRC for those on tax credits only will follow shortly after each to avoid duplicate payments
- **£300 extra cost of living payment** for eligible pensioners, on top of the Winter Fuel Payment in November / December.
- **£150 disability cost of living payment** for people on eligible disability benefits in September. If you're eligible for a grant, your council or provider will automatically carry out the payment or be in touch with you, you do not need to apply.

Beware of scammers

Councils are responsible for processing your rebate or grants (not BCT/Karbon) but they don't ask for bank account details over the phone - they will not ask for your name, bank number and sort code.

Household Support Fund

To support households with essentials such as food, utilities, and clothing.

This has been extended until March 23 and each local authority makes its own decision on who qualifies and how the funds are distributed. Please contact Newcastle City Council about this.

Grants to help pay off your energy debts

Many of the major energy suppliers have hardship funds and grants that you can access, usually through their websites.

Get in touch with your energy supplier if you are having difficulty paying for fuel or need help to clear debt.



Northumbrian Water Support Plus Tariff

Open to all customers who pay Northumbrian Water - reduce your water bill by up to 50%. Access free energy advisors The 'Powergrid Care Advisors' are free specialist energy advisors.

They can help you with changing supplier, checking tariffs, solving billing issues and progressing concerns with your energy supplier. Contact them on 0800 448 0721. Their advisors can work with you to check your eligibility for these grants and help to claim.

Benefits check

Our tenancy sustainment officer can carry out a quick and free benefits check.

Make sure you aren't missing out on any potential income by coming to us for a quick and free benefits check.

We'd urge anyone with concerns or queries about their benefits to contact us on 0800 533 5442 to make an appointment so we can support you.

FREE SUPPORT FOR ALL BCT CUSTOMERS



Remember, all BCT customers can access the same services as Karbon customers.

Did you know, Karbon offers free money and benefits advice to all our customers? And we don't just stop there, take a look at just some of the ways we can help you...

BECAUSE MONEY MATTERS

Our Money Matters Team offer confidential advice to help you maximise your income and reduce your outgoings.

If you're a little confused about your benefit options or want to talk through your money concerns, our experts are here for you. We'll make sure you're claiming everything you're entitled to, through a full benefit entitlement check, as well as looking at grants and discounts you could be missing out on.

We'll also look at budgeting or debt solutions if needed, to help you get back on track. If you feel like you're struggling to get by this month, please speak to the team or your neighbourhood housing officer.

Get in touch: 0808 164 0111 moneymatters@karbonhomes.co.uk

GIVING YOU THE FOUNDATIONS FOR LIFE

Foundations for Life is a free service delivered by Karbon to help customers develop their employability and digital skills, to help them get into work, progress their careers or simply develop new skills. Our Foundations for Life Team offer tailored support to suit your needs:

Digital - In a world that's becoming more digital, the latest gadgets can seem a little confusing. We can help you get started with your laptop, phone or tablet. Become more confident using the internet and stay connected with friends and family online.

Wellbeing - Feel empowered with our wellbeing coaches. It's bespoke to you, so whether it's things like building confidence or getting involved in the community, we'll work towards your long-term goal.

Employment / Skills - Find and apply for a new job, gain a qualification or learn a new skill.

Contact us on: 0191 223 8750 | foundations@karbonhomes.co.uk

YOU CAN DO EVEN MORE WITH MYKARBON

Over 11,000 customers are now benefiting from a MyKarbon account – why don't you join them?

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
- Your tenancy number - you'll find this on any letter we've sent you.

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. If you were already using the BCT online portal, you don't have to do anything, we've already moved you over to MyKarbon. You can just login using your usual login details.

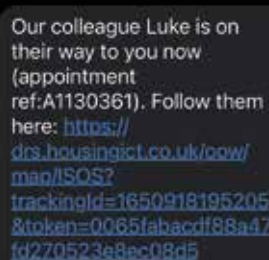
NEW 'ON OUR WAY' APP LAUNCHES

We're pleased to share an update of a new service and app we've recently rolled out called **'On Our Way'**.

We've listened to our customers who told us they were not happy with the amount of time they had to wait in for a Karbon colleague to arrive at their home for an appointment, due to us not being able to give a specific time slot.

'On Our Way' provides a text message, alerting customers when our trade colleague expects to arrive at their home, and a map to track their journey.

The live text message updates also serve as appointment reminders for customers who are out of the house, giving them enough time to make it home for their appointment.

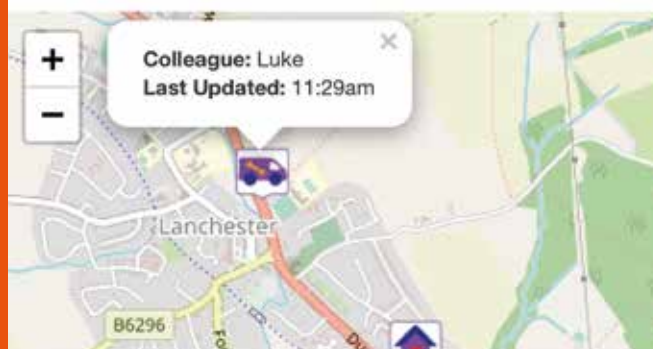


Our colleague Luke is on their way to you now (appointment ref:A1130361). Follow them here: <https://dcs.housingict.co.uk/oww/map/#SQS?trackingId=1650918195205&token=0065fabacdf88a47fd270523a8ec08d5>



karbon
homes

We are on our way



Your 8:00am to 4:00pm appointment. Our colleague, Luke, is on their way to you now.

This page automatically refreshes every few minutes. Don't worry if you can't see the van on the map, it will appear soon.

You can expect them to arrive between 11:30am and 11:40am.

WAYS TO GET INVOLVED

Byker is known for its community spirit and there is usually always something going on that you can get involved in. We work closely with customers and partners on the estate to make sure that there are plenty of opportunities for:

- Things for the kids to do
- Getting online and using computers
- Employability and training
- Self-employment and business advice
- Welfare support (debt and benefit advice)
- Social activities and groups

Help us to improve our services

Cleaning Inspectors - help us to ensure the walkways and stairwells in the Byker Wall and other blocks are kept safe, clean and tidy.

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



Become part of the Customer Scrutiny Panel

If you're interested in any of these roles or to find out other ways to get involved, we'd love to hear from you. Please call Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email bijoli.deypurkaystha@bykerct.co.uk

LET'S KEEP YOUR ESTATE CLEAN AND TIDY



As part of the transfer of engagements with Karbon Homes, the Community Pledge committed Karbon to deliver 'Improvements in the external environment such as waste and litter management, new fencing, trees, green open space and play areas.'

A masterplan document has been developed to look at how we can redesign the external environment and public spaces across the estate. The project delivers the investment priorities identified by customers and stakeholders and proposals will be drawn up for 11 neighbourhood areas across the estate and customers will be consulted on these as part of the detailed design stage.

The priorities will include;

- Essential health and safety works
- Waste management
- Tree management
- Raby street improvement
- Soft landscaping
- Safe play spaces
- Garden fencing
- Gateways
- Hard landscaping
- Public open space
- Secure car parking
- Close off areas under blocks on stilts



You'll notice that some of the environmental improvement health and safety works have already been completed including the installation of new litter and recycling bins, creating a new footpath link on Raby Way, undertaking essential health and safety works to footpaths, steps and walls. Further works are programmed including trialling communal bin stores and wildflower plots in some areas of the estate.

To ensure the estate improvement project is a success, we want to start making some positive changes straight away. To do this, we have decided to set up a project group focusing on waste management. We'll be focusing our work on four key areas namely education, enforcement, rubbish in our blocks and also looking at new approaches in how we tackle issues with waste.

We've already started to tackle the issue of fly tipping in hot spot areas and we'll be carrying out random checks over the summer. Fly tipping is illegal and if you are caught, **you will be subject to a fine.**

A report has been presented to the BCT committee and a workshop will be held in July to review the detail of the masterplan proposals and individual neighbourhood designs. As each neighbourhood design is developed, we will be contacting customers and inviting you to give us your thoughts and feedback. We'll provide more information on how you can get involved to help tackle the issues and help keep Byker tidy, as soon as they are available.



WILDFLOWERS TRIAL PLOTS

Some areas of the estate have been used as wildflower trial plots. This is part of preparation works for outdoor improvements.

JUBILEE CELEBRATIONS AT THE PANTRY



Ann Leddra from The Byker Pantry, said:

“It was an epic day where the Byker community came together for a day of laughter and fun - an overwhelming success.”

OVER 300 BYKER RESIDENTS ATTENDED A PLATINUM JUBILEE STREET PARTY ORGANISED BY THE BYKER PANTRY ON FRIDAY 3 JUNE.

The event was open to residents of all ages and included circus skills, fairground games, food and ice creams.

BCT provided funding towards the event through our Byker Community Partnership Fund. A good day was had by all.

All photos courtesy of The Byker Pantry



AGE FRIENDLY BYKER

The Elders Council of Newcastle is led by older volunteers. Their aim is to make Newcastle a great city to live in. They support people aged 50 and over to speak up so that their experiences are valued and their voices are at the heart of decision-making across the city.

They also want to inspire and enable older adults to be active in their local communities and the life of the city.

Over the past few months, The Elders Council have been talking and listening to groups in Byker and Walker. Older people have told them what they think would make their neighbourhood more age friendly – for example:

**“GOOD NEIGHBOURS
LOOKING OUT FOR
EACH OTHER”**

**“Pavements are not
lowered at St. Peters
Road and middle of
Commercial Road”**



**“Advocacy is
available face to
face and telephone
– not everyone has
the internet”**

This is what the Elders Council is doing to help make Byker more age friendly:

Talking to local organisations like BCT about how they can support better community links.

Working with local theatre company Unfolding Theatre to run some creative story telling workshops this summer in the area.

Welcoming new Elders Council members from Byker and encouraging more local people to join their organisation. It's free to become a member, you just need to be over 50 and live in Newcastle.

Giving out Age Friendly small sparks grants of up to £200 to help people connect with each other and start up new activities – some of these are still available if you're interested, anyone can apply. These grants have been made available through Newcastle City Council's Collaborative Newcastle partnerships with health supporting Being Well in Communities: Newcastle Neighbourhoods activity programme.

The Elders Council will also be running a citywide festival across the month of October celebrating the international day for older persons. They hope the ImAGE festival will encourage lots of activity in the area.

**For further information about the creative workshops or small sparks, to arrange a visit to your group, or to become a member, please call 0191 2092701 or email clare.levi@elderscouncil.org.uk
Facebook: [facebook.com/AgeProudNewcastle](https://www.facebook.com/AgeProudNewcastle)**

BYKER WELCOMES SPECIAL VISITOR

Architect Vernon Gracie, Ralph Erskine's business partner and long-term collaborator, visited the estate in the June.

He was "the man behind everything" during the Byker redevelopment between 1969-82. He was the executing architect, ran the office and the team who designed the features that make the estate so special, from the gardens to the community areas. Maintaining the strong sense of community in Byker had been one of the main aims of the redevelopment.

Back then, Gracie lived above the drawing office which became part of the community. Children played there after school and residents were invited to influence the design of the new Byker.

During his visit he went for a walkabout, visited Tom Collins House, met BCT and Karbon staff,



Councillor Stephen Sheraton and Council Leader Nick Kemp, and had conversations with residents along the way, many of whom have lived here for over 40 years.

Vernon has dementia but the walk triggered many memories and he visibly enjoyed it. Steve and Nick gave Vernon a copy of the Byker colouring in book that Steve designed and he signed a copy for him.

The visit was organised by Northern Cultural Projects in partnership with Newcastle University.

BYKER COUNCILLORS BECOME LEADER AND DEPUTY LORD MAYOR

Cllr. Nick Kemp was duly elected as Labour's new Leader of Newcastle City Council in March, while Cllr. Veronica Dunn was elected as Newcastle's new deputy lord mayor and Sherriff of Newcastle.

On behalf of all BCT/Karbon customers and staff, we'd like to congratulate Cllr. Kemp and Cllr. Dunn on their respective new appointments. They will both continue to serve as local ward councillors for Byker.



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.





NOURISH
FOOD SCHOOL

THE
BYKER
PANTRY

BYKER PANTRY COOKERY CLUB

FREE COOKERY CLASSES & RECIPE KITS

for Byker residents and Byker Pantry members.

Each class will build your confidence and know-how to cook from scratch with low cost ingredients and minimal cooking time - or give you a chance to share your favourite recipes with others.

Everything provided...plus a Take-Home Recipe Kit

UPCOMING CLASS DATES (attend as many as you like)

11:00 -12:30 on

- Thurs. 30th June
- Thurs. 28th July
- Thurs. 25th August
- Thurs. 29th Sept



**SIGN UP AT BYKER PANTRY OR BY
CONTACTING ALEX ON**

07888 280 155 | alex@nourishfoodschoo.co.uk

Supported by

BYKER
community trust

Part of the **Karbon** family

LET'S BE SAFE THIS SUMMER

The school holidays are all about looking forward to enjoying a few weeks off with friends and family, and to experience new and fun things.

Tyne and Wear Fire and Rescue Service would like to ensure that alongside people having a good time that they also keep themselves and the local community safe from harm.

This could include parents enrolling their children in to organised clubs, events or summer schools; stopping them from uttering the dreaded words "I'm bored" - as anti-social behaviour is a major drain on emergency service resources especially around this time of year.

Another tip would be to make sure that all wheelie bins and communal refuse areas are secure and located in the appropriate areas; stopping any urge for people to set alight the waste materials.



Please remember that people can anonymously report deliberate fires to Firestoppers by visiting www.firestoppersreport.co.uk or by calling 0800 169 5558.

HAVE A GREAT SUMMER!

FREE FOOTBALL TICKETS



Newcastle United Foundation offered BCT 10 pairs of complimentary tickets to witness Newcastle United Women walk out the tunnel at St. James' Park.

The historic occasion saw Newcastle United Women play their crucial league match against Barnsley Women's FC on Sunday 1st May.

A selection of players from Byker Primary School's girls' football team were invited to the game and thoroughly enjoyed their trip to St. James' Park. Newcastle United Women won the game 4-0.

WELCOME TO BYKER!



Byker resident, Annette Patten has kindly opened her home to 25-year-old Ukrainian refugee Viktoriia.

She has settled in really well and made lots of new friends. Here's a photo of Annette with Viktoriia.

CUSTOMER CARE VISITS STARTING AGAIN

Following the pandemic, our neighbourhood housing officers are back out on the estate to carry out customer care visits. We aim to visit all customers once during the year and the visit will take around 15 minutes.

Your neighbourhood housing officer will check that we still have the correct contact details for you, ask you a few questions about your tenancy and

the area and do a quick property inspection. This is also an opportunity for you to hear about any new services, any support we can offer and ask your neighbourhood housing officer any questions.

You should receive a letter with your appointment time on, please can you give us a call on 0800 533 5442 if you'll not be in and we'll rearrange a time and date that is convenient for you.



BYKER TEAM WELCOMES DIANNE

Dianne Brown has secured employment with BCT as a part-time Business Administrative Officer.

Customers may have already spoken to Dianne on the telephone after working in the customer relationship team with Karbon Homes.

Prior to working at Karbon, she worked in the energy industry for 16 years and spent a year in Holland at Mercedes before moving back home to start a family.



She said: "I always had an interest in the Byker community after speaking with customers on the phone daily, so I applied for the position of business administrative officer and I'm so happy to be working within the Byker office and the Byker community."

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(January - March 2022)

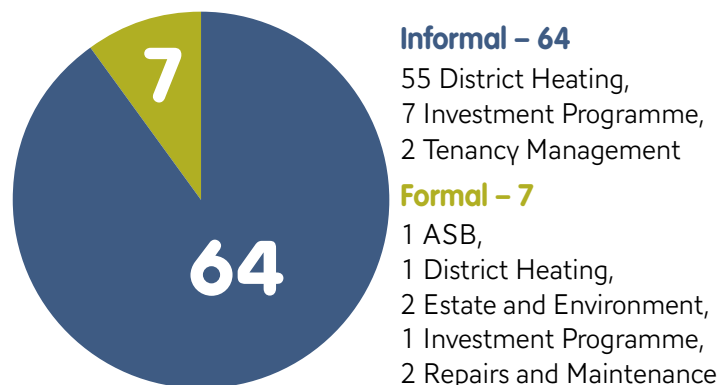
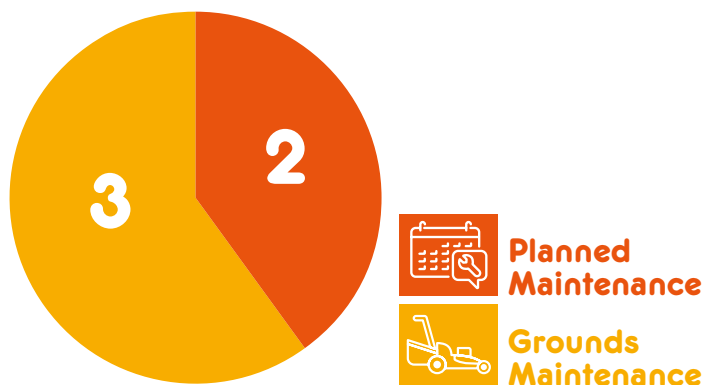
Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

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 71 complaints in Q4 (1st January – 31st March 2022).

Number, Nature, Outcome

5 
COMPLIMENTS

71 
COMPLAINTS (Stage 1)



COMPLAINTS UPHELD



All complaints were responded to 100% within our timescales

In January, we received a number of complaints in response to the disruption to heating and hot water supplies during December. In order to update customers on the emergency works to the district heating system, we issued an information leaflet to all households, a copy of which is also available on our website.

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: customerservices@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.

ESTATE WALKABOUTS

Every quarter, our neighbourhood housing officers carry out estate walkabouts. Each officer is responsible for looking after particular areas of the estate and you can contact them to discuss any issues you may have. Why not join them on their next estate walkabout? Times, dates and locations are listed below.



Emma Foulis

Wednesday 27th July
10am - Meet BCT office

Areas covered are:

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



Yoyo Chow

Thursday 28th July
10am - Meet BCT office

Areas covered are:

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



Craig Cross

Thursday 28th July
1:30pm – Meet Tom Collins House car park

Areas covered are:

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



Jennifer Elliott

Wednesday 3rd August
2pm – Meet Community Centre

Areas covered are:

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

£25 PRIZE WORDSEARCH

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

WHITEHOUSE	SUMMER	JUBILEE
ALNWICK	BYKER IN	LAUNCHPAD
GIBSIDE	BLOOM	CUSTOMER
BEAMISH	LIVING	
NEWCASTLE	KARBON	

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

Congratulations to Lexi and her mother Yvonne from St Michael's Mount 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:

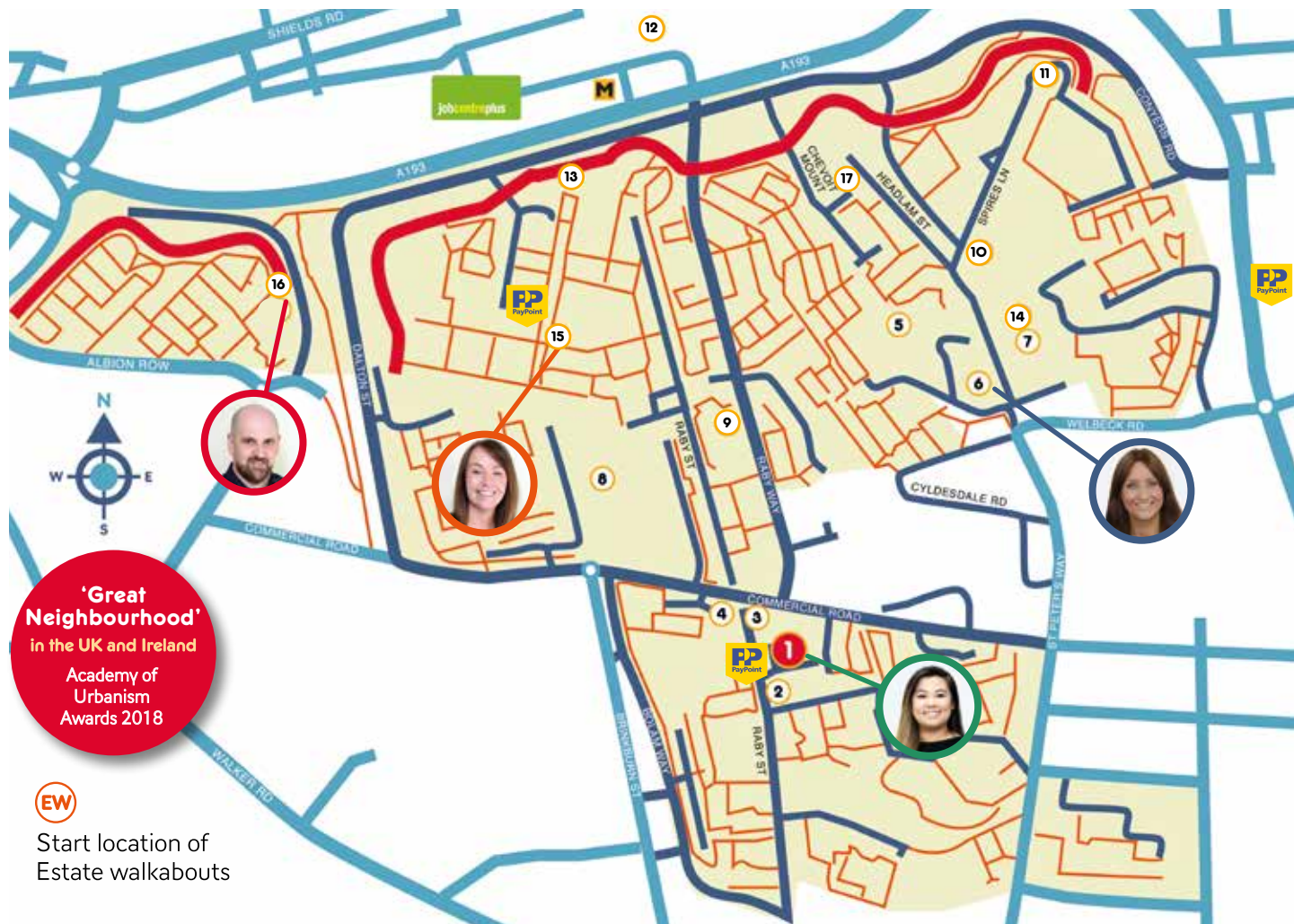
Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 9th September 2022.

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

JUST FOR FUN!

Spot the difference - can you spot 10 differences?





Start location of Estate walkabouts

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

How to contact Byker Community Trust:

- | | |
|---|---|
| Call: 0800 533 5442
Option 1: Repairs
(also for out of hours emergencies)
Option 2: Rent Enquiries
Option 3: Housing Enquiries
Option 4: Business Enquiries | customerservices@bykerct.co.uk
www.bykercommunitytrust.org
bykercommunitytrust
@bykertrust |
|---|---|



Part of the Karbon family

17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF

