

BYKER NEWS

community trust www.bykercommunitytrust.org

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



**COST OF LIVING
CRISIS – WE’RE
HERE TO HELP YOU
SEE PAGES 11-13**

**SUMMER FUN AT DAY TRIPS
SEE PAGE 7**

**TRIAL OF COMMUNAL BIN STORES
ON THE ESTATE SEE PAGE 9**

Issue 37 - Autumn 2022

Part of the **Karbon** family

Our freephone telephone number

0800 533 5442

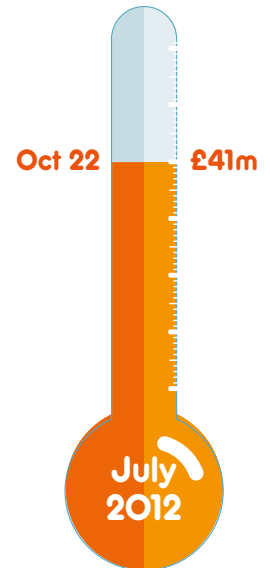
is available for all enquiries and out of office hours emergency repairs.

☎ 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



Since July 2012, BCT has invested £41m 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:

Help and support is available to customers throughout the cost of living crisis.

Answers to the spot the difference on page 23.



WELCOME TO THE AUTUMN EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



First, I'd like to take this opportunity to reflect on the past few weeks, we have been extremely saddened by the passing of Her Majesty Queen Elizabeth II and our thoughts and sincere condolences have been with the Royal Family.

The last few months have presented us with uncertainty with the prices for fuel, food and energy all increasing. The cost of living crisis is affecting us all and we are doing everything we can to support our customers during these times.

We have dedicated pages inside this issue around the support we are providing to our customers, which I hope you will find useful. If you need to speak to us, please get in touch.

You'll read on page 6, we approved funding to three community groups to provide food for children and families on the estate during the summer holidays.

Look out for a week of cost of living activities at the end of October. We've invited support agencies and services onto the estate to deliver free taster sessions. See over the page for more information and we hope to see you there.



It was lovely to see lots of customers attending and enjoying the free day trips we organised during August. Over 160 customers attended trips to Whitehouse Farm, Gibside National Trust, Beamish Museum and Alnwick Gardens. We've included some photos on page 7 - see if you can spot yourself.

We're excited to announce plans for Dunn Terrace and Headlam Green as the first two areas on the estate to trial new communal bin stores. This is part of a wider £11m environmental improvement programme and we will be consulting with customers living in these two areas before rolling out similar communal bin stores across the estate. Please turn to page 9 for more details.



Once again, we're launching our Darker Nights campaign in the lead up to Bonfire night. Skips will be available in eight locations around the estate at the end of October. Please see page 8 for more information and help us to keep Byker tidy and dispose of your household waste responsibly.

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

Michelle Bell
Assistant Director – Byker



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.

Skating season at Life is back!



12 November 2022 – 15 January 2023



Times Square, outside Life Science Centre



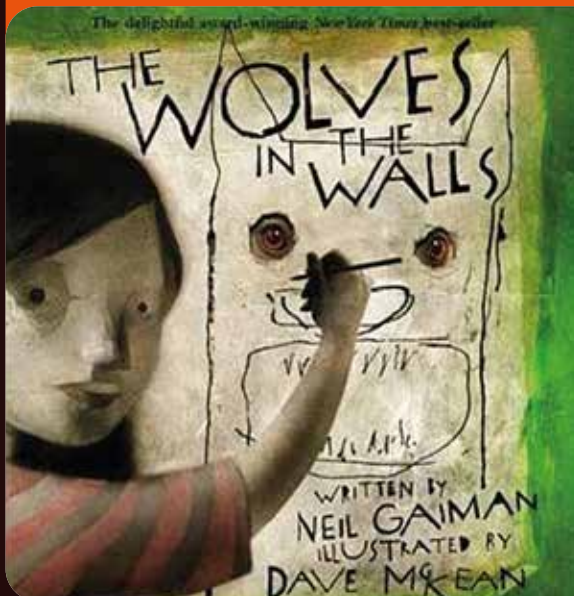
Costs apply

Ideal for ice skaters of all abilities and ages.

For more information, please visit www.life.org.uk/skating



'The Wolves in the Walls' - Halloween Special Storytime



2.30pm daily throughout the October half term



Seven Stories, Lime Street,
Newcastle upon Tyne, NE1 2PQ



**Costs apply: tickets: £7.50 per child,
adults go free.**

Suitable for ages 8+. Children over 8 can attend without an adult. Session length: 45-60 minutes

BYKER 360

Come and join
our activity week!
w/c 31st October

Staff from Byker Community Trust and Karbon Homes will be hosting a 'Cost of Living' activity week – bringing multiple support services and agencies together to provide you with essential information, advice and support as we move into uncertain times.

Support agencies and services will be offering 'taster' sessions throughout the week... hosted at the Byker Pantry and Byker Community Trust offices.

Organisations joining:

JET - Taster into learning English as a second language

Digital Session – bag a free device and learn how to use it!

Housing Surgery – got a question about your home? Chat with your local housing officer

Reviving the Heart of Byker – have a hobby that you think could make into a business, come along and find your inner entrepreneur!

Smart Works - Get dressed and accessorised with some of the top labels; and have an interview session with a coach – prepped for the job market inside and out!

Money Works – taster session on making YOUR money work hard for you!

Rent Surgery – got a concern or worry about your rent? Chat with your friendly rent officers

NE14TV – fancy being an extra in a local movie or TV series? Come and find out what's available!

Building Resilience – we all have resilience, and coping mechanisms... come along to learn a few more

Energy Advisor Newcastle – costs are going up, but caps and extra help is being offered... find out what it means for you

Money MOT – get a quick Money Health Check to see if you're getting everything you're entitled to

For more information: Call: **0191 223 8075**

Email: foundations@karbonhomes.co.uk Visit: www.karbonhomes.co.uk/FFL

For every session you attend, you'll also be added into our

Prize Raffle Draw

(drawn on Friday 4th November)
to win one of these prizes:



All you have to do is turn up to the activities... no booking necessary...

Every session will include **FREE** refreshments such as hot drinks, cakes & biscuits!

FEEDING OUR COMMUNITY

During the summer holidays, three community groups were awarded £500 each from the Byker Community Partnership Fund, to provide food for children and families living on the estate.



The aim was to support families who may be struggling to provide food especially those who may not be able to access free school meals. The groups supported were:

Foundations Futures – purchased non-perishable foods and created 100 food packs for customers.

The Byker Mutual Aid - provided 250 young people and their families with warm meals during the summer holidays, in addition to their regular free food handouts for Byker residents.

ACANE - provided meals to 70 families using the ACANE centre at Raby Cross as part of the Holidays Summer Activities programme



STEALING THE SHOW, AS WELL AS OUR HEARTS!

Fourteen local children from Byker attended a theatre school workshop in July.

Delivered by Mendes Management, the workshop at Byker Primary School taught them the art of performance and the benefits it can provide to all areas of their lives.

As part of their social value commitments, our contractor RE:GEN Group also helped to facilitate the week, which was rounded off with a closing performance for the children to show off their skills and new found confidence. The final performance was attended by parents, staff from BCT and members of RE:GEN and RE:geon.

To say it was a humbling experience was a true understatement. The feedback received from the workshop has been phenomenal from all involved.

"I have made new friends in my school from different classes. I can play with them now at break and lunch."

"I don't have lots of friends but now I do coming here."

"I know I can do something if I really want to."

"I was nervous at the beginning but now I'm not."

"This was the best club ever."

"Can we do this every holiday?"

SUMMER HOLIDAY SUCCESS!



Gibside National Trust



Whitehouse Farm



Alnwick Garden



Beamish Museum



Whitehouse Farm



Alnwick Garden



Alnwick Garden



Whitehouse Farm



Gibside National Trust



Alnwick Garden



Beamish Museum

Throughout August, we organised day trips to Whitehouse Farm, Gibside National Trust, Beamish Museum and Alnwick Gardens.

Over 160 customers attended and all had a great time. Here is a selection of photos from each trip.

ACTION IS BEING TAKEN AGAINST FLY TIPPING

DID YOU KNOW?
IF YOU PAY FOR A PERSON/COMPANY TO REMOVE WASTE AND THEY DON'T DISPOSE OF IT CORRECTLY AND FLY TIP IT – YOU ARE RESPONSIBLE.



Despite all our efforts to keep Byker tidy, there still appears to be a small minority of people who continue to litter and fly tip. It costs money to remove this rubbish and it is our joint responsibility to challenge and report this type of behaviour in our estate.

We're working in partnership with enforcement officers from Newcastle City Council and have stepped up patrols to tackle the issue of fly tipping in hot spot areas. We'll be carrying out random checks. Fly tipping is illegal and if you are caught, **YOU WILL BE SUBJECT TO A FINE.**

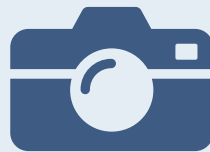
REMEMBER: YOU CAN ALSO DISPOSE OF YOUR WASTE AT THE COUNCIL'S HOUSEHOLD WASTE RECYCLING CENTRE AT THE BOTTOM OF THE ESTATE ON WALKER ROAD.

CAUTION - A £75 FIXED PENALTY NOTICE can be issued to anyone from the age of 10 upwards. Newcastle City Council has the power to give a caution that will remain with the person for three years and be discharged providing there is no further reoffending.

IS ILLEGAL · WARNING - FLY TIPPING IS ILLEGAL · WARNING - FLY TIP

THREE EASY STEPS TO HELP US

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

IS ILLEGAL · WARNING - FLY TIPPING IS ILLEGAL · WARNING - FLY TIP

LET'S WORK TOGETHER TO COMBAT THIS ISSUE!

SKIP DAYS



Please note: There will be two skips in two different locations each day

Skips will be back on the estate 12pm–2pm on the following days and locations:

Monday 31st October

Carville Rise & Bamburgh Terrace

Tuesday 1st November Ayton Rise/
The Brow & Ruddick Square

Thursday 3rd November

Brinkburn Close & Dunn Terrace

Friday 4th November

Dibley Street & Avondale Rise

Feel free to dispose of your household waste. Strictly no whitegoods, hazardous waste or bulky items e.g. settees, beds etc. For large bulky items, please call Envirocall on 0191 278 7878.

TRIAL COMMUNAL BIN STORES AT DUNN TERRACE AND HEADLAM GREEN



A programme of environmental improvements will be delivered over the coming years as part of the Community Pledge, which is a set of priorities that Karbon will deliver to Byker customers.

One of those priorities was **'improvements in the external environment such as waste and litter management, new fencing, trees, green open spaces and play areas.'**

This will be an £11m project, which will redesign the external environment and public spaces across the estate.

What has been delivered to date?

In advance of the main project, a package of environmental improvement and health and safety priority works have been completed. This has included trialling new litter and recycling bins, installing a footpath on Raby Way, and essential safety works on footpaths, steps and walls that Karbon own. Further works are planned to trial new communal bin stores over the coming months.

A workshop with members of the BCT Committee, Karbon colleagues and the design team was held to review the detail of the proposals and individual neighbourhood designs and a tour of the Ayton neighbourhood was organised in July.



Dunn Terrace and Headlam Green

Dunn Terrace and Headlam Green are the first two areas that have been identified to trial communal bin stores. This will also include the introduction of recycling facilities. The aim is to trial them in these two areas first, gathering valuable feedback from customers before rolling out similar communal bin stores across the rest of the estate. The improvements are being developed in close collaboration with Newcastle City Council, who have a long-standing problem with waste management and fly tipping across Byker.



We'd love to hear from you!

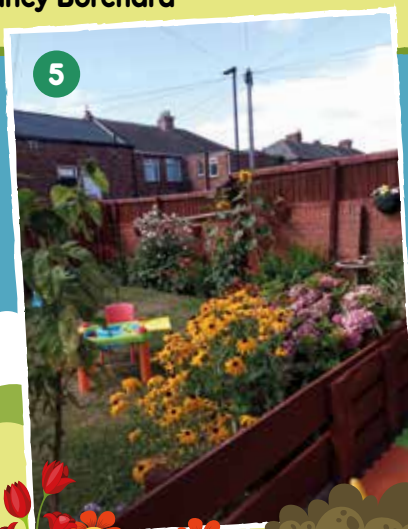
There will be a period of consultation with customers living in Dunn Terrace and Headlam Green on the proposed designs, to gather your views and feedback. The planning application will then be submitted, and once approved, we are hoping for works to start on site spring 2023.

This is a really exciting project for Karbon and provides an opportunity to transform the environment across the Byker estate, by listening and responding to our customer priorities as part of our place shaping work.

BYKER IN BLOOM 2022 WINNERS

The annual Byker in Bloom gardening competition, which we are proud to deliver with Newcastle City Council, has once again produced some wonderful displays. Thank you to everyone who entered and congratulations to all the winners!

- 1 Most Attractive Front Garden**
Bogslawa Beniz
- 2 Most Attractive Back Garden**
Peter Parker
- 3 Most Attractive Balcony**
Nancy Borchard (Felton Walk)
- 4 Community Project**
Joint winners - Nancy Borchard (Felton Walk) and Trinity Courtyard
- 5 Newcomer**
Christopher Quinn
- 6 Young Gardener (Under 18)**
Tilley Wake - Tilley's garden
- 7 Overall Winner - Best in Byker**
Nancy Borchard





Prices for everyday costs such as energy, fuel and food continue to rise. Everybody is feeling the pinch right now and we're here to support you through these difficult times.

The new Energy Price Guarantee came into effect on 1 October which means energy bills for a typical household will be, on average, around £2,500 a year for the next two years. It is important to note that the £2,500 figure is not an absolute cap on your bills - it is used to illustrate what the 'typical' household will pay. The new Energy Price Guarantee caps the unit rates you're charged for gas and electricity, along with the standing charges. This means if you use more energy, you'll pay more - use less, and you'll pay less.

WILL IT AFFECT ME?

Yes. All homes on the estate have a domestic electricity supply and some homes also have gas cookers. The energy price cap applies to you if you are on a variable or default tariff, whether you pay by direct debit, standard credit or use a pre-payment meter.

If you are on a fixed-term energy tariff (a tariff with a fixed end date) or a standard variable green energy tariff and it is at a higher rate, then your unit price will be reduced. Energy suppliers will adjust fixed tariffs automatically.

BEWARE OF SCAMS AND FRAUDULENT CALLS AND EMAILS

In all cases, no household should be asked for bank details at any point. Do not give your bank details over the telephone or on email. We urge customers to stay alert of potential scams and report these to us so we can alert other customers.

ARE YOU STILL ENTITLED TO THE £400 ENERGY DISCOUNT?

Yes, even if you only have electricity supplied to your home, you are entitled to the £400 rebate.

The £400 is a government discount which you don't have to pay back and you don't need to apply for the scheme. It is being administered by your energy supplier (not BCT/Karbon) and will be paid to customers in six instalments, starting from October 2022 and ending in March 2023. A payment will be made each month, with the first two payments of £66, followed by four payments of £67.

DEDICATED SUPPORT FOR BYKER CUSTOMERS



Meet Aneta who is our Tenancy Sustainment and Welfare Reform Officer. She 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.

The Tenancy Sustainment Team is similar to Karbon's Money Matters Team and can provide you with free, confidential and impartial advice. They can offer everything apart from Debt advice. If you need advice around debt, Aneta and the team will refer you to Newcastle City Council who we partner with or pop along to our Byker 360 event end of October (see page 5).

PRACTICAL SUPPORT AND GUIDANCE FOR CUSTOMERS

Since the beginning of the year, we've seen a notable increase in the number of customers contacting us as a direct result of the cost of living crisis. Here are examples of customers who have contacted us and received our support...



CASE STUDY 1: BYKER CUSTOMER

A customer worked with our Tenancy Sustainment Team who was struggling with rising costs and had to turn to food banks.

Our team contacted one of the local charities and arranged for home delivery of food and we also carried out a full benefit check and assessed for additional income.

The customer has suffered long-term health problems and was unable to work. Following a Work Capability Assessment, we secured an additional £354.28 a month Universal Credit entitlement and also applied for Personal Independence Payment, which increases their income by £61.85 per week.

We have continued to support our customer by helping to improve their budgeting skills and confidence.

CASE STUDY 2: KARBON CUSTOMER

Single parent Jack, 27, moved into his two-bed home in Durham, renting from Karbon Homes, last year. He was working as a supervisor at a manufacturing firm, where he'd been for eight years. But as a single parent, he was no longer able to work the shift patterns that were offered to him and he made the difficult decision to leave work.

His gas and electricity bill for his new home was initially affordable at only £59 per month but as prices started to increase, he could feel the squeeze.

He said: "My energy bills went from £59 per month to £120 and then £400 overnight. It was ridiculous. I was getting really worried and was falling behind with my rent payments. Everything was just getting on top of me."

Karbon helped Jack access child benefit that he hadn't been claiming and organised food vouchers for the local foodbank. When his cooker broke, Karbon organised funding through the Greggs Hardship Fund for a new cooker so he could continue to cook meals for himself and his daughter.

Jack has since managed to negotiate monthly energy payments down to an estimated £280 per month, but this remains high and with all his additional outgoings, he is left with very little for him and his daughter to live on.

"It has been a real struggle particularly with buying school uniforms etc. It's left us with just £200 to live off."

WE'RE HERE FOR YOU TOO

Our Tenancy Sustainment Team 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.

MEET THE PEOPLE TAKING CALLS

We dropped in to meet some of Karbon's Money Matters Team to get some insider information about the job and find out how they're helping customers get through tough times.

PHIL SODEN

WHEN YOU CALL, YOU CAN EXPECT FROM ME:

A friendly, understanding and professional service with advice given in plain English.

MY MOST MEMORABLE SUCCESS STORY:

Our Customer Accounts Team referred a lady who had stopped paying her rent. When I spoke to her, she was really confused and I identified dementia as a contributory factor and established that she had no support.

She had never claimed her state pension, didn't know that she needed to claim Housing Benefit or could get help with her Council Tax. She didn't even know her National Insurance number.

With her permission, I raised an alert with Social Services and gently talked her through everything. In addition to getting her state pension, Housing Benefit of over £1000 was awarded and she had no rent to pay.

A WORD OF ADVICE IF YOU'RE CONSIDERING GETTING IN TOUCH:

Although we are experts, many situations are complex and even we need time to think about how to get the best result for you. Having any paperwork to hand can help us give advice more quickly.



STEVEN M'CREADY

WHEN YOU CALL, YOU CAN EXPECT FROM ME:

A friendly, understanding person who will try to help. Everyone will be given advice and support about their issues and will be treated with dignity.

MY MOST MEMORABLE SUCCESS STORY:

A client was referred by Property Services after highlighting she could not afford to heat her home. After chatting to her, I helped apply for a reduction in her water charges and worked out that she would qualify for a discretionary housing payment. Combined, this has saved her £832 per year – money she can now use for something else. This also meant she did not have to move from her current home which is near to a relative she cares for.

A WORD OF ADVICE IF YOU'RE CONSIDERING GETTING IN TOUCH:

It's always better to get advice as soon as possible. Many situations can be resolved with less hassle if advice is sought quickly.



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

If you feel like you're struggling to get by this month, please make an appointment with Aneta or speak to your Neighbourhood Housing Officer.

GET IN TOUCH:

CALL US: 0800 533 5442

EMAIL: enquiries@bykerct.co.uk

DISTRICT HEATING SYSTEM UPDATE

The remaining repair works on Conyers Road, adjacent to Shipley Baths and Gordon Road are progressing. These pipes are approximately 2ft underground and surrounded by electric cables and water pipes which has slowed things down.

GORDON ROAD

Engineers from Newcastle City Council (NCC) discovered an old Victorian sewer pipe which halted works until Northumbrian Water carried out their investigations.



Further problems occurred when the team uncovered a high-pressure water main sitting on top of our pipework which prevented the team from excavating. This has now been diverted and works to remove the damaged pipework are back underway. The next steps involve disconnecting the old pipes from inside the valve pit located at the junction of Gordon Road and Brinkburn Street, removing these and replacing them with new pipes. Work is expected to complete in the Autumn.

CONYERS ROAD (SHIPLEY BATHS)

Works had been progressing well since the installation of new valves and pipework in the valve pit located at the junction of Conyers Road and Brinkburn Close, however, the discovery of a high voltage electric cable in the area NCC were excavating halted works until Northern Power Grid cleared the way for works to recommence.



The NCC team are now working up Conyers Road excavating and installing new pipework with the expectation that services will be reconnected to the boilers in the Shipley plant room within the next six weeks.

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: enquiries@bykerct.co.uk

CUSTOMERS PRAISE BATHROOM IMPROVEMENTS



Before



After

Customers who have had their bathrooms replaced as part of a major investment programme across the estate have praised the works to their home.

We ask for feedback on the works that have been carried out by our contractor, RE:GEN and results show a very impressive satisfaction rating of **97.6%** of customers said they were satisfied with the works to their home, against a target of 90%.

RE:GEN are now more than half way through year 2 of this major bathroom and internal door improvement programme. The works include bathrooms being upgraded with showers, fitting new baths, wash hand

basins and toilets and finishing with modern tiling, flooring, and redecoration.

Work has started on homes in Avondale Rise, Carville Rise, St. Michaels Mount, the Brock, Brinkburn and Dibley areas and will move onto Gordon Road and Michaelgate in the coming weeks.

Customers who are scheduled to have works this year will be contacted by RE:GEN's customer experience team before any works commence to arrange a survey and explain 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.

PAINTING AND FENCING RESTRICTIONS



Customers are reminded that in accordance with the estates Grade II* listing, we are restricted by Historic England for all improvements that are undertaken to customers' homes. This includes painting and redecoration and the installation of fencing.

Externally, the listed status restricts what colours we can use on the estate.

The listing also restricts the size, shape and make up of fencing that is used. As part of the wider environmental improvement programme (see page 9), we have been consulting with Historic England on new fence designs and will be responding to all customers on the estate redesign proposals which will include fencing.

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**

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](https://www.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.

AUTOMATED PAYMENT LINE

When you call our freephone **0800 533 5442** number and select option 2 for rents, you can make payments. All you'll need is your tenancy number and you can also get a live account balance. Any payments made using this service are updated to customer rent accounts within 10 minutes. You can also use this service during out-of-hours.



MEET THE BCT COMMITTEE



As part of the transfer of engagements with Karbon, a 'Community Pledge' was created based on what BCT customers said they wanted.

One of the commitments within the pledge was to establish a new Committee consisting of up to 12 members. The Committee includes a minimum of four customers and they are responsible for overseeing the quality of services delivered by Karbon and ensuring the Community Pledge is delivered.

Committee Members give their time, skills and expertise to help BCT achieve its strategic objectives. They are:



Anne Mulroy
Chair of the Committee and Karbon Nominee



Ian Johnson
Karbon Nominee



Anthony Itiat
Customer Committee Member



Nicola Snowdon
Customer Committee Member



Stephen Sheraton
Customer Committee Member



Geoff O'Brien
Customer Committee Member



Neil Cawson
Independent Committee Member



Simon Aldred
Independent Committee Member



Caroline West
Independent Committee Member



Lisa French
Independent Committee Member



Veronica Dunn
Local Authority (Newcastle City Council) Nominee



Amanda Senior
Local Authority (Newcastle City Council) Nominee

ARE YOUR VALUABLES COVERED?

Contents insurance is a policy that covers your home contents against loss, damage or theft. It will also insure your contents from any water leakage, or damage caused by storms or flooding. Typical items covered by a policy include furniture, clothes, electrical items, money and jewellery.

Please ensure you have the right policy in place to cover the value of your personal belongings. Royal



Sun Alliance offers a scheme for BCT and Karbon customers.

If you have any questions or for more information about insuring your contents, please contact us on freephone **0800 533 5442**.

WE CANNOT STRESS HOW IMPORTANT IT IS TO HAVE CONTENTS INSURANCE.

SAFETY – FAULTY BATTERIES AND CHARGERS



There is growing concern manufacturing defects over faulty batteries and chargers are the cause of a sharp increase in safety incidents involving electrical items.

Across the UK, there has been reports of fires related to privately owned e-scooters, with faulty Lithium-ion batteries, imported from China identified as the main cause.

Although the number of incidents is only small and there have been no known incidents specifically relating to Byker, these Lithium-ion batteries are commonly used in lots of everyday products such as laptops, mobile phones and tablets.

The London Fire Brigade (LFB) have provided some useful tips and advice:

- Always use the correct charger for the product and buy an official one from a reputable seller.
- Batteries can get warm during their use and it is advisable to allow them to cool down before attempting to re-charge as they could be more susceptible to failure.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried as spares as this can increase the chance of damage to cells.
- You should always make sure you unplug your charger once it's finished charging. Always follow manufacturers' instructions when charging and we would advise not to leave it unattended or while people are asleep.

DARKER NIGHTS 2022

During this time of year, people take part in a variety of different occasions including Halloween, Bonfire Night, Diwali, and of course the countdown towards Christmas.

Those events are an opportunity for people to come together and have fun. But, we must remember to stay safe and be responsible - especially when attending officially organised bonfire night displays and parties where people could come in contact with fireworks and exposed flames.

Always buy your fancy dress costumes and fireworks from fully licensed and reputable sellers, as there are a great deal of counterfeit and illegal products being sold on the Internet that could have fatal consequences.

Please respect your Emergency Service workers, as year-upon-year, they experience a small minority of the community who senselessly throw objects and abuse at the very people who are there to keep them safe from harm.

Also to deter opportunists who may wish to start fires, we would urge residents to bring in their bins on refuse collection day to avoid them being set alight.



#STAYSAFE

SMOKE ALARMS SAVE LIVES



All BCT homes come with a fitted smoke alarm.

Smoke alarms require very little maintenance:

- Test the alarm every month, by pressing the test button on the alarm.
- If the ceiling is high, use a stepladder to reach it or use a broom handle or walking stick to push the button.
- Never use candles, cigarettes, matches or other naked flames to test smoke alarms
- If you drop them they could actually cause a fire.
- If the alarm begins to beep once in a while replace the battery.
- Once a year gently vacuum clean the smoke alarm.
- BCT will replace your smoke alarms every 10 years.

If you have any questions about smoke alarms, or are concerned that your smoke alarm is not working, please contact us on freephone **0800 533 5442**.

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.

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 our Customer Scrutiny Panel

The Byker Community Trust (BCT) Customer Scrutiny Panel is made up of customers who review our services and provide feedback on how they perform. Sometimes, the panel will also provide critical feedback on how they can be improved so we can work towards making them better for all our customers.



Why not become part of the panel and make a difference?

The roles and responsibilities of members are:

- To work alongside the BCT Committee and the BCT Team to provide valuable and independent customer feedback on BCT services
- To test BCT services and produce reports that highlight the Customer Scrutiny Panel's thoughts on how they can be improved
- To make sure that all of BCT's policies and ways of working reflect the needs of BCT customers
- To use your position as a BCT customer to review BCT's performance and ensure the customer journey through each of BCT's services is of the highest standard
- To work in partnership with other groups of involved residents to ensure customer views are prioritised to direct positive change.

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

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

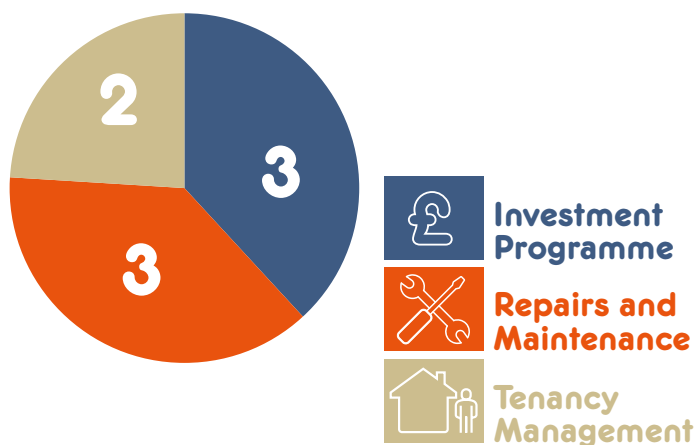
(April - June 2022)

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.

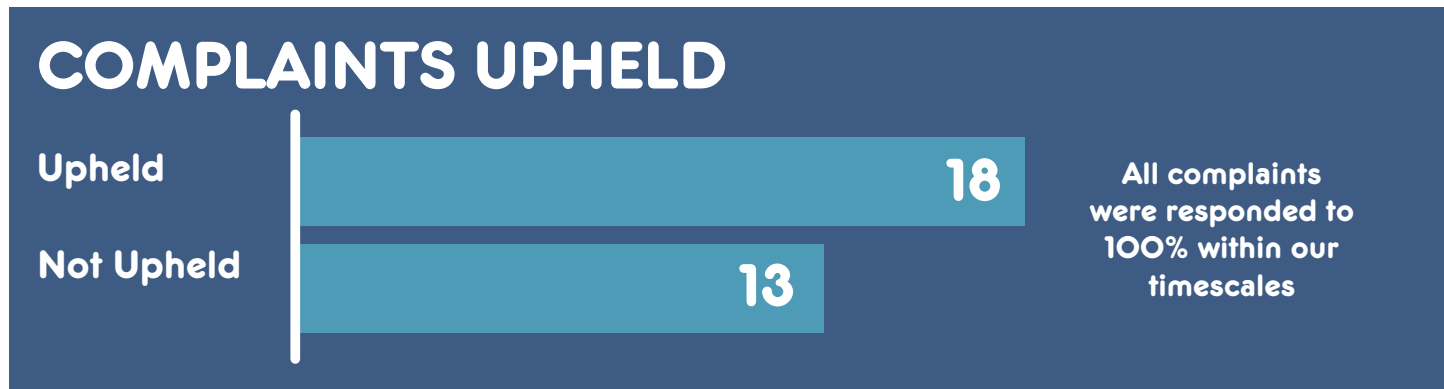
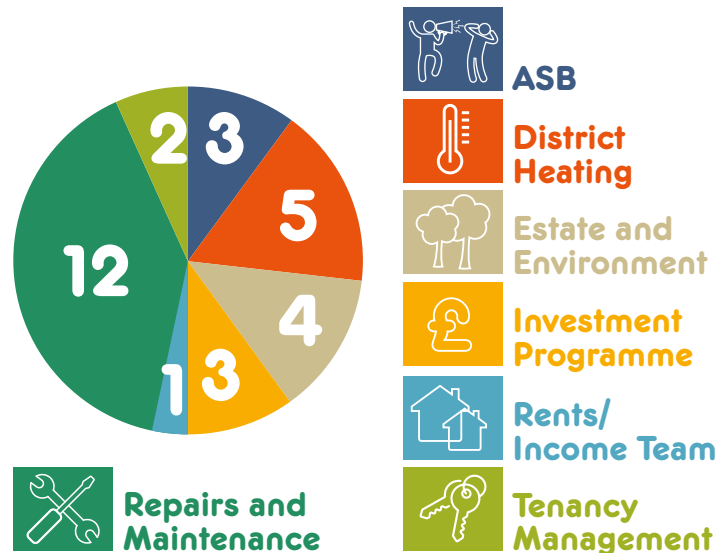
We greatly appreciate your time and view any feedback as an opportunity to improve our services. We're always listening and ready to work hard to resolve your concerns straight away. We received 31 complaints in Q1 (1st April - 30th June 2022).

Number, Nature, Outcome

8 
COMPLIMENTS



31 
COMPLAINTS (Stage 1)



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.

YOUR NEIGHBOURHOOD HOUSING TEAM

We'd like to welcome Gary Greer who has been appointed as a Neighbourhood Housing Officer and will be looking after the patch that Craig Cross used to manage. Gary joined us in October.

Craig has moved into a new role of Safer Communities Officer and will be working alongside Elizabeth Smith.

The 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.

The 'Byker Approach' means our officers will visit you in your home.

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 Elliott
07808 850 515
jennifer.elliott@bykerct.co.uk



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

Neighbourhood Housing Officers

- Estate Management • Neighbour Complaints
- Untidy Gardens • General Tenancy Issues
- Assignment and Succession
- Environmental Improvements

Safer Communities Officers

- Anti-Social Behaviour

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**

£25 PRIZE WORDSEARCH

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

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

COST OF LIVING AUTUMN
HALLOWEEN FLY TIPPING
BYKER SKIPS
HUNGER WASTE
TRIPS COMMITTEE



Congratulations to Hayden Zola and his mother, Viana from Cheviot 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:

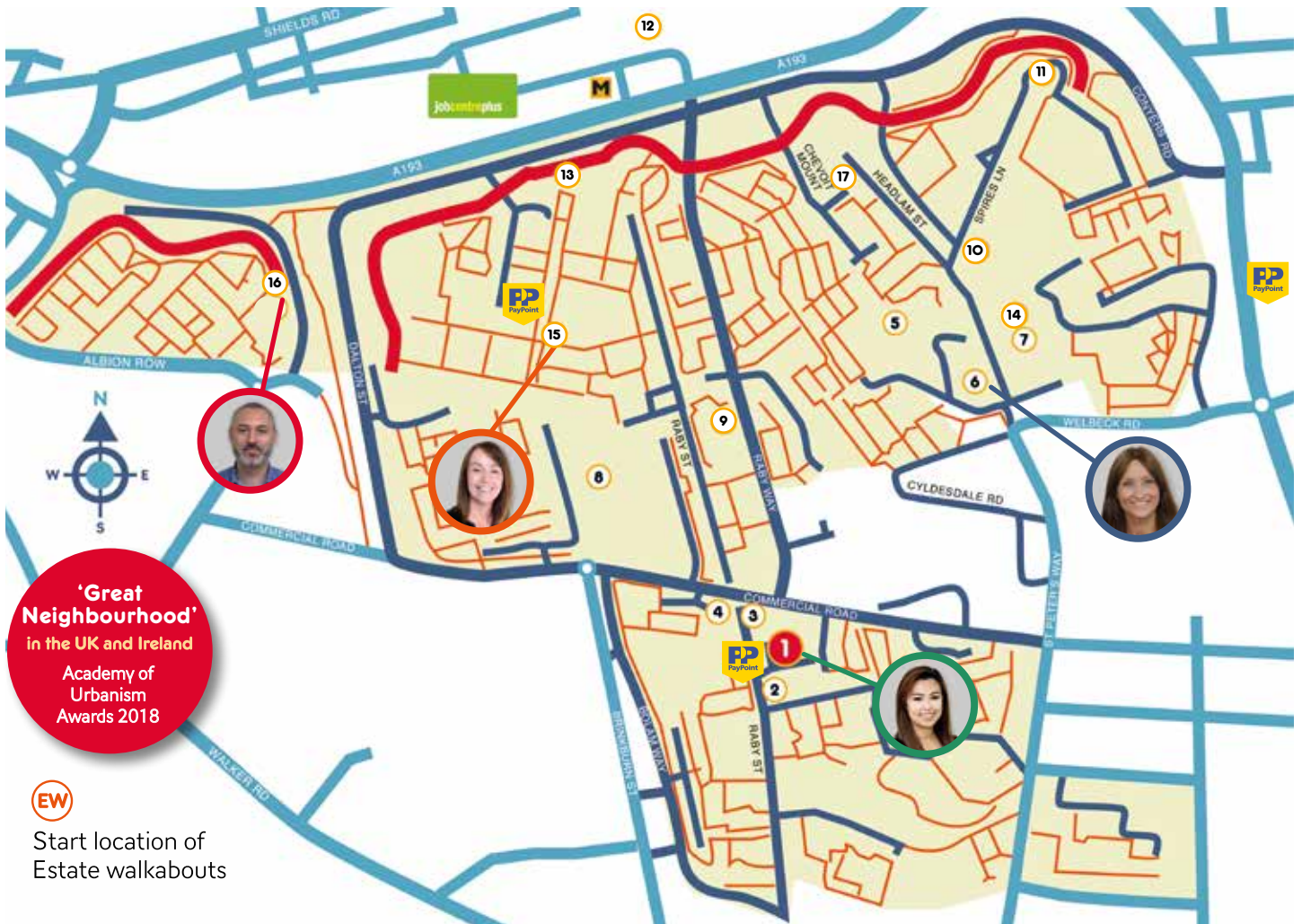
Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 25th November 2022.

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

JUST FOR FUN!

Spot the difference - can you spot 10 differences?





'Great Neighbourhood'
in the UK and Ireland
Academy of Urbanism Awards 2018

EW
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

- ✉ enquiries@bykerct.co.uk
- 🌐 www.bykercommunitytrust.org
- 📘 bykercommunitytrust
- 🐦 @bykertrust

