

BYKER NEWS

community trust www.bykercommunitytrust.org



**MAKING A MARK
ON BYKER**
SEE PAGE 9

**FOLLOW US ON FACEBOOK
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FOR ALL THE LATEST NEWS.**

**HAVE YOUR SAY
ON OUR HOBBY
ROOMS**
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CHRISTMAS CARD COMPETITION WINNERS
SEE PAGE 5
BLOOMIN' BYKER
SEE PAGE 8

Issue 46 - Winter 2024

Part of **Karbon**

CHRISTMAS HOLIDAY HOURS

During the Christmas holidays we'll be running our out-of-ours service from 12.30pm on Tuesday 24 December 2024 to 8am on Thursday 2 January 2025.

Our out-of-hours service can help you with emergency repairs, reports of anti-social behaviour and rent payments. Just call us on our usual number **0800 533 5442**. MyKarbon is available 24/7, 365 days a year.

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0800 772 0519

Employment & Welfare Benefits

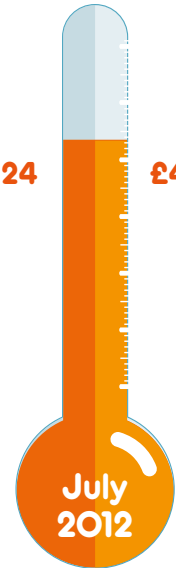
0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

Sept 24

£45.5m



Since July 2012, BCT has invested £45.5m in improvements!

LANGUAGES

This information is about Byker Community Trust, part of Karbon Homes. If you'd like this in another format, such as translated or audio version, please let us know!

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes
إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

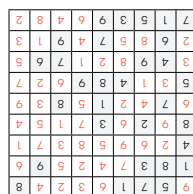
Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

FRONT COVER PHOTO:
Byker Primary School students and Assistant Head Teacher Rob Watson in front of new street art murals codesigned by the students.

Easy



Trickier



Crossword answers
Across: 3. Advent calendars, 5. Sing, 7. Macaulay Culkin,
8. Stocking, 9. Bubbles
Down: 1. Chestnuts, 2. Last Christmas,
4. Kwanzaa, 5. Stollen, 6. Hanukkah

WELCOME TO THE WINTER EDITION OF THE BYKER NEWSLETTER...



We can't quite believe this is our last newsletter of 2024 and what a year it has been.

This year, we have continued to deliver our Community Pledge investment commitments, with excellent satisfaction feedback from customers regarding the improvements to their home.

We've continued to consult with customers and use your valuable feedback to shape our plans for the environmental upgrade surrounding the Ayton Rise area.

Development throughout the estate continues, with work officially starting on the 24 new affordable homes for rent on Bolam Street. The development will include a mix of bungalows, houses and apartments.

We want to make sure we are making the best use of empty buildings across the estate, such as our Hobby Rooms. On **page 4** you'll find details of our customer questionnaire, which you can use to share with us your ideas and suggestions on what we should use the Hobby Rooms for.

It's lovely to see pupils from Byker Primary School getting involved in this year's BCT Christmas card competition. Once again, the children produced some fantastic designs, so well done to everyone who participated.

On **page 9** you can see the brand new street art addition to our estate. Artist MarkOne87, along with children from Byker Primary and Foundation Futures, created eight vibrant murals that are proudly displayed on the Northern

Stage Youth Project building. The final artwork delivered by young people is fantastic.

Your insight as customers is incredibly important to us. On page seven you can see how we're reviewing your feedback on our services and taking action to improve your experience as customers.

Looking for a career change in the new year? Turn to **page 12** to hear from our customers who recently found work placements through the New Start programme, and how applying could give you the work experience you need a change in your life.

We're looking forward to seeing festivities around the estate, but it's important to keep your home safe this winter. On **page 11** Karbon Homes' Electrical Compliance Manager Alex Atkinson shares how you can stay safe with electrical devices and holiday decorations this winter.

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

This just leaves me to wish you all a very Merry Christmas and a happy 2025. If you're on Facebook, please do give us a follow **@bykercommunitytrust** where we post regular updates about what's happening on the estate.

Michelle Bell
Assistant Director – Byker

HOW DO YOU WANT TO HEAR FROM US?

Keeping our customers up to date is very important, but more importantly is respecting your choices in how we do so.

As a customer, you have the right to opt in or out of our customer newsletter.

We're giving you the option to update your preferences surrounding our newsletter, which you can do so by emailing **info@karbonhomes.co.uk**

AUTUMN TRIPS TO HOLMSIDE PARK

In October we held two trips to Holmside Park. The activity centre was fun for all the family and we hope everyone who went on the trips had a fantastic time.

We're taking a break now from trips until next spring, when we will have some more great days out lined up for the Easter holidays.



REMEMBRANCE DAY



Veterans' charity Launchpad hosted its annual Remembrance Day service at St. Lawrence's Church in November. We want to thank Launchpad for organising the event and inviting us along.

Launchpad, who are based in Avondale House provides accommodation and support to help veterans make a successful transition from military to civilian life. In some cases, they need time to stabilise their lives before tackling training and job hunting but Launchpad offers the veterans that opportunity.

HAVE YOUR SAY ON OUR HOBBY ROOMS!

Did you know our estate is home to around 70 Hobby Rooms?

When the estate was first built, architect Ralph Erskine saw the importance of having spaces in the community where people could come together to participate in activities.

Over time, many of these rooms have become vacant. We're now exploring what's next for these spaces and would love to hear from our customers about what suggestions you have for the future of our hobby rooms.

We would like to hear from you what community uses or support services you would like to see, but also if you have ideas for businesses or social enterprises.

We've put together a short survey, which you can access below through scanning the QR code.

Alternatively, you can visit our BCT reception at Raby Cross and the team can fill out the questionnaire on your behalf.



AS A THANKS FOR YOUR TIME YOU WILL BE ENTERED INTO A PRIZE DRAW WHERE YOU COULD WIN ONE OF TWO £25 LOVE2SHOP VOUCHERS. TERMS AND CONDITIONS APPLY.



CHRISTMAS CARD COMPETITION



Pupils from Byker Primary School got into the festive spirit by designing our annual Christmas card.

All pupils from nursery through to year six got involved and our judges selected a winner from each year group.

Thank you to all the children who took part. All designs were worthy of a prize, the overall winners received a Christmas selection box.

Congratulations to everyone who took part - your designs were brilliant.





TURNING FEEDBACK INTO ACTION

Customer care and satisfaction is at the heart of what we do and it's important that we understand what's on the mind of our customers and then act on it.



Gillian Roll, Assistant Director of Strategic Planning and Insight

One of the ways we monitor this is through Tenant Satisfaction Measures. We've just had the latest results this year.

We caught up with Gillian Roll, our Assistant Director of Strategic Planning and Insight, to see how we're performing and what we're doing to make improvements.

The lowdown: what are Tenant Satisfaction Measures?

The Government has introduced Tenant Satisfaction Measures to assess all social landlords' performance through customer surveys.

There are 22 different themes that get checked to make sure that everyone lives in a safe, comfortable home with a landlord who cares about them. 10 of them are measured by the landlord themselves, like how quickly they fix things and how easy it is to get in touch with them. The other 12 are measured through a survey with customers; to see how satisfied they are with their home, their landlord and the area they live.

The aim is to make the performance of social housing landlords visible and easy to access for customers. By seeing how your landlord is doing, you can hold us to account properly.

We had over 2,878 responses from customers across the Karbon Group to our monthly surveys on how you think we're performing.

We're pleased to share that the following areas received the highest levels of positive feedback from customers:

- Repairs carried out to a high standard.
- Customers feeling listened to and respected by Karbon.
- Customers felt safe in their homes due to regular safety checks.

There's even more information about how we've performed over the last year in our Thriving Byker Strategy.

To view, visit:



What we've learned so far

Repairs

Whilst most customers are happy with the quality of repairs being carried out, some of you told us that you had been waiting too long for appointments. In response to this feedback, we have recruited additional trade operatives and sub-contractors to reduce wait times.

Damp, Mould and Condensation

Some of you told us that you have been experiencing issues with damp, mould and condensation. We've created a project team who are working hard to tackle the issue, and you can find more about our approach on our dedicated area website page:

www.karbonhomes.co.uk/dampandmould

It also has information about how to report it to us, types of damp and advice and tips to manage damp and mould in your home.

Did you know?

Our MyKarbon portal now lets customers:

- report damp and mould issues
- upload images for surveyors and book appointments
- view detailed inspection reports, including surveyors' notes
- update active inspections with new images.

You can find out more about our Tenant Satisfaction Measures on our website at:

www.karbonhomes.co.uk/tsm

We recognise that the speed of our repairs service is a top priority for customers. We are already seeing a reduction in the average length of time to complete repairs, and we very much appreciate your continued patience while we work to further reduce wait times.

BYKER IN BLOOM

Byker in Bloom is back! The annual gardening competition, which we are proud to deliver with Newcastle City Council, has been running for 21 years, celebrating all that is beautiful about our community's gardens, balconies, yards or even hanging baskets across the Byker Ward!

The competition has once again produced some fantastic displays and details of the winners are below:

FRONT GARDEN

GOLD Geoffrey Lang

SILVER Maureen Gardner

BRONZE Stephen Deal



BACK GARDEN

GOLD Maureen Gardner

SILVER Christopher Quinn

BRONZE Lynn Davidson

NEWCOMER/NEW GARDENER

GOLD Maureen Gardner

SILVER Christopher Quinn

BRONZE Lynn Davidson



WILDLIFE FRIENDLY

GOLD Davey Poremba

SILVER Ann Maghie

BRONZE Julie Tyson

COMMUNITY GARDEN

JOINT WINNER

GOLD Trinity Courtyard, Nancy and Mary Felton House Communal Garden

SILVER Community Project and Allotment



BALCONY

GOLD Kathryn Kennedy

SILVER Mary Joyce Havery

JOINT WINNERS

BRONZE Lisa Graham

BRONZE Charlotte Haswell

JUDGES CHOICE OVERALL WINNER OF BYKER IN BLOOM 2024

Joyce and Nancy for Felton House Community Garden

YOUNG GARDENER AWARDS FOR CHILDREN FOR THEIR PART IN WILDLIFE FRIENDLY GARDEN

Sidney Poremba - Age 5, Peggy Poremba - Age 10



BYKER ON THE BIG SCREEN

Back in October we were joined by ITV who spent the day filming on the estate, finding out what it's like living behind the iconic Byker Wall.

They had a tour from Michelle Bell, Assistant Director, and sat down to speak with some of our customers who chatted about their experiences of living in Byker and being a part of the community.

They have produced a 10 minute feature, which you can watch now on ITVX by scanning this QR code.



MAKING A MARK ON BYKER

Eight vibrant street art murals portraying what Byker means to our young people are hanging proud on the side of the Northern Stage Youth Project building on Brinkburn Street, thanks to a partnership between Karbon Homes and Building Culture CIC.

Co-created with young people living on the estate, collectively the murals illustrate the diversity of the Byker community and include Byker's iconic colours.

The artwork, which replaces the ground floor window covers of the Northern Stage building, was created by local artist MarkOne87 (Mark Shields), with help from the young people on the estate.

Working with specialist youth service Foundation Futures and Byker Primary School, Mark ran workshops with the kids to develop ideas and ensure the artwork portrayed the community through their eyes.

Karbon Homes and Building Culture CIC began working together in the summer, when they partnered on the creation and installation of a street art board for the first ELEMENTS street art festival art trail.

Scan the QR code to find out more about the project.



THE BYKER PANTRY



The Byker Pantry has been helping people in Byker with half-price food for almost eight years!

The Pantry is open to anyone who has children in a Byker school or lives or works in Byker.

The Pantry uses a points-band system for ease of budgeting, where £1 gives you 200 points.

Did you know:

- Last year The Pantry saved people who shop with them £25,000.
- 10% of the money customers spend is credited back to their account.
- It has bonus-point weeks where anyone who adds just £1 to their account gets free points to spend.
- It accepts Healthy Start Vouchers.
- The food comes from a variety of sources including high street supermarkets, wholesalers, charity organisations and donations.
- It's run entirely by volunteers.
- On Tuesdays, 10.30am-12pm, bacon butties are available for just £1.



- It has support from other organisations, which include cooking courses, independent hardship advice, and signposting to an array of other services.

In a recent customer survey, 78% of participants reported an improvement in their wellbeing through using the Byker Pantry.

The Pantry is open between 9.30am-12pm and 1-4pm on Tuesdays, and 2-6pm Thursdays - so why not check it out? Pop in for a cuppa, it's free.

ELECTRICAL SAFETY

Alex tells us how you can stay safe with electrical devices and holiday decorations

As we move into the festive period, it's vital to ensure our homes remain safe. There is nothing more important to us than the safety and well-being of our customers. So, to help you stay safe this winter, we sat down with our Electrical Compliance Manager, Alex Atkinson, to gather his expert advice on your and electrical appliances.



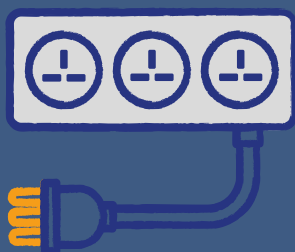
Please make sure we're able to access your home once every five years to carry out our electrical safety checks, they only take a few hours and give you peace of mind that everything is working as it should for the foreseeable future.

Test your smoke alarm each month. You can do this by just pushing the button on the alarm.

Never leaving cooking unattended.



Don't overload extension leads or plug sockets.



If you're using a portable heater, make sure it's in a clear space and not covered, and it has a kitemark.



If you use a tumble dryer, regularly cleaning the lint filter, avoiding overloading the dryer, and ensuring proper ventilation, can significantly reduce the risk of fires.



Make sure to unplug electrical devices when not in use and don't leave appliances running when nobody is home. This not only keeps you safe but also helps save money!

Remember to switch off Christmas lights and unplug them before going to bed or going out.



Keep candles well away from decorations and never leave them unattended.



You have a home full of things that you need and love – clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets. You can protect them with tenants' contents insurance. Find out more at www.karbonhomes.co.uk/protect

THERE'S NO TIME LIKE THE PRESENT FOR A NEW START

This year, we've been able to help four customers in Byker find or get back into work through our New Start paid placement programme.

Here are just some of this year's success stories:



Alan Karbon Homes Income Assistant

Alan has held many previous jobs including a customer service manager, chef and caretaker. After an issue with not getting paid by a previous employer, Alan was unable to pay his rent and looked to the Karbon Customer Relationship Team for support and advice.

It was from that conversation he learned about the support Karbon's Employment Advisors could give.

"They were very supportive and laid out very clearly what the timeline and options were to find a placement via New Start."

Through the programme Alan was able to apply for jobs that otherwise he would never have found in a normal job search. There was a diverse range of roles, and he felt he had a good chance to secure a position with one of his three choices.

After the application and interview process, Alan secured a role within Karbon as an Income Assistant.

"I pursued the role with New Start as I wanted the opportunity to work for Karbon directly as I heard so many positive things about the company, and that they are a growing, dynamic and stable employer."

"The application process was very simple, and I felt supported by the Employment Team. I just needed to update my CV and fill in a couple of forms."

"I then made it to the interview process and found it polite and informal – this made it feel stress free."

Alan has now been in his New Start placement for eight weeks and feels he has settled in well.

"I have been coming into the office very regularly which has been great for me, as I spent four and a half years working from home before getting this position. I have learned a lot in the months I've been here."

"Everyone I work with has been very friendly and supportive, and I hope to apply for a permanent position within Karbon."

"I'd definitely recommend New Start to other Byker customers, as my role has given me a sense of stability, purpose and a social connection I was missing in my previous job."



Alla NE14.TV General Assistant

Before applying for New Start, Alla had been searching for work as a photographer, but wasn't able to find many opportunities, so took a different path and became a dog sitter while continuing to look for photography jobs.

"I found out about New Start during a visit from my Housing Officer, Yoyo.

"We were talking about my job search, and she suggested that Karbon had a programme called New Start."

Alla worked with Hannah, our Byker Employment Advisor who helped her with her application.

"Hannah is amazing! She's very approachable and easy to talk to. She asked me about my dreams, my experience and helped me with my CV.

"Hannah sent me lots of different opportunities, and we completed my applications together.

"I felt cared about and encouraged to pursue my goals.

"Before my first interview, I also had a training session where we explored how to conduct yourself during an interview, including which questions to ask and which to avoid."

Through New Start, Alla has secured a role at NE14.tv as a General Assistant.

"This was my first experience with video shooting, and I think I will continue to study videography and video editing.

"Getting this job has made me feel more confident and, most importantly, needed.

"I highly recommend this programme because of the support you will receive, which is very important during a job search."

Gabrielle Karbon Homes Tenancy Sustainment and Welfare Assistant.

Although not a Byker customer, Gabrielle, who works from our Byker Office secured a New Start role and is finding her experience extremely rewarding.

Previously working as a cleaner, Gabrielle has now switched up her career goals, with a placement in the Byker Community Trust Team as a Tenancy Sustainment and Welfare Assistant.

'I have already developed a lot. I am doing things I enjoy, and I have gone from not knowing anything about certain programs to feeling very comfortable using them'.

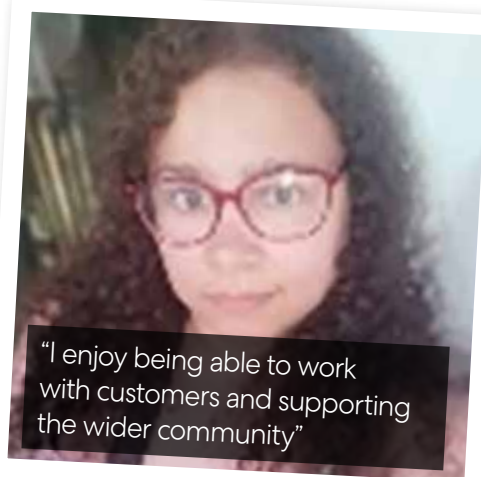
Gabrielle provides help to customers who have sought advice on financial matters, helping them with a range of support including benefit applications.

"I was overwhelmed with joy when I found out I got the job, it's something I really wanted.

"Starting in the role felt seamless, and I enjoy being able to work with customers and supporting the wider community."

After her placement, Gabrielle hopes to find a permanent role within Karbon.

"This placement has shown me what I really want to do, and I'd love to carry on my career at Karbon."



New Start is a programme offering a five-six month paid work placements to social housing customers who are struggling to find work. No experience or qualifications are needed for the roles, plus you'll receive support from an employment advisor throughout the programme.

New Start will return in 2025. You can register your interest by visiting www.new-start.co.uk and completing our form.



PASS YOUR THEORY TEST WITH THE WRITE TURN

Being able to drive can open up employment opportunities, or even just make your commute easier.

The process of learning to drive can often be quite difficult, especially when it comes to the theory test.

Our Foundations for Life Team runs a four-week course called The Write Turn, which helps to build confidence in reading, writing, math and digital skills in order to pass the theory test.

The next sessions start on Wednesday 15 January, followed by a session each week, until Wednesday 5 February.

Customers attending the course will have the cost of both their provisional driving license and theory test covered paid for on their behalf. Our last course saw three people get their provisional licenses and one person pass their theory test.

If you are interested in participating, please contact foundations@karbonhomes.co.uk and reference 'Byker Write Turn'.

Did you know we have a dedicated Employment Advisor in Byker? Hannah can provide 1-2-1 support tailored and bespoke to your individual needs, goals and aspirations. Hannah will work with you to create an action plan, and support you on your journey, wherever that may start and wherever the destination is. To find out more email foundations@karbonhomes.co.uk



ASK ANETA: GIVE YOUR FINANCES AN MOT

If you're worried about making your money work this winter, why not give your finances an MOT and create a spending plan?

It's straightforward and you can get the whole family involved. First, look at how much you spend on:

- Household bills (rent, gas, electricity, council tax, internet, TV...)
- Living costs (groceries, household supplies...)
- Family and friends (gifts, school supplies/uniform...)

- Financial products (insurance...)
- Travel (public transport, car costs...)
- Leisure (trips away, subscriptions, sport, restaurants...)

Next, work out your monthly income and compare the two. Do you need to make any adjustments? or do you need any additional income advice and support?

As our Tenancy Sustainment and Welfare Reform Officer, Aneta can help you to maximise your income and minimise your spending by identifying and helping you to claim



missing benefit entitlements and find the best ways to save money.

You can contact her by calling **0800 533 5442** or emailing enquiries@bykerct.co.uk.

You can also contact the Karbon Money Matters Team for support via phone on **0808 164 0111** or email moneymatters@karbonhomes.co.uk.

WINTER ON THE SQUARE

Step into the magic of Hadrian Square this winter!

- **The Winter Circus**
- **Saturday 14 December 3-8pm**

Step into a world of wonder with circus workshops, fire shows and a festive cabaret featuring The Baghdaddies! Warm up with drinks and enjoy the wintry magic.

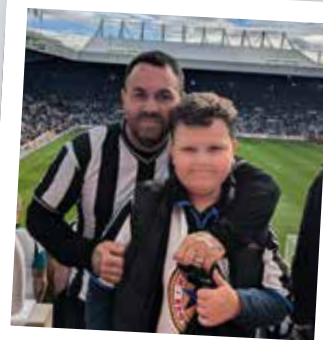
Get ready for a season of warmth, joy and celebration in Byker!

Brought to you by the Newcastle East High Streets Project.



NEWCASTLE UNITED FOUNDATION

The Newcastle United Foundation donated tickets to Byker Primary School. Lucky pupil Gary got the chance to see Newcastle United vs Manchester City, and although the match ended in a draw, it looks like Gary and his dad had a brilliant time.



AN UPDATE FROM BYKER MUTUAL AID



Byker Mutual Aid is a grassroots community group volunteering support for the Byker community in the heart of the estate.

In addition to their weekly food handouts, Byker Mutual Aid have created a series of activities 'from neighbours for neighbours', including yoga, knitting and crochet and chess.

A group of Ukrainian residents also meet regularly

to learn English together.

Young people were able to enjoy making lanterns for Halloween through arts and crafts sessions over half term, and there'll be more arts and crafts activities in time for Christmas. Keep an eye on the Facebook group for more details.

Keep an eye on the Facebook group in the above QR code for more details.



NORTHERN CULTURAL PROJECTS

A visit from Professor Richard Batley

In October, former Professor Richard Batley re-visited Byker. He had run a local survey in 1968 and found that in Byker, 80% of the residents approved of demolition and rebuilding but that 67% wanted to remain living in Byker.

Consequently, the 'Byker Study Group', comprising local civic leaders and residents, lobbied the council with their demands to allow people to stay in Byker and to involve them in plans for its redevelopment.

Richard was interviewed by Silvie Fisch from Northern Cultural Project for the 'Concrete Dreams' exhibition at the Farrell Centre (January – June 2025).



WORK HAS OFFICIALLY STARTED ON OUR BOLAM STREET DEVELOPMENT!



24 Homes are being developed on land next to Harbottle Park on the site of the old Bolam Street School and will include a mix of 12 one and two bed level access bungalows, eight two bed houses and four two bed apartments.

This marks a huge milestone for the Byker

estate – these homes are the first new homes to be built since the estate was finished in the 1980s.

The new homes form part of our Community Pledge and continuing commitment to create an even better Byker, and we look forward to providing you with more updates soon.

AYTON RISE FINAL PLANS



In November we met with customers to share the final plans for the Ayton Rise area, as part of our wider environmental upgrade. We also held a smaller consultation for The Brow customers, who were able to see plans for the area directly outside their homes.

We want to thank everyone who came along to these sessions and provided feedback. Your thoughts and insight are valuable to us.

At Dunn Terrace, a decision has been made to split the works and award specific contracts to different companies, starting with tree removal, fencing and bin storage areas. We look forward to seeing works start in the New Year.

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Q2 JULY - SEPTEMBER 2024

Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right. We greatly appreciate your time and view any feedback as an opportunity to improve our services.

We're always listening and ready to work hard to resolve your concerns straight away. We received 15 compliments and 31 complaints in Q2 from customers happy with the service they received from us.

Number, Nature, Outcome

15 
COMPLIMENTS

31 
COMPLAINTS

COMPLAINTS UPHELD

Upheld

20

Not Upheld

6

Partially Upheld

5

Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT made mistakes or provided a poor service to the customer.

Not upheld: A complaint is considered as 'not upheld' when the investigation into the complaint found that BCT acted correctly in providing the service to the customer.

Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees that the complaint was justified in at least one element of the complaint.

Ways to contact us:

- Face-to-face with any member of staff, including contractors working on BCT's behalf.
- Call our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4.30pm Fridays.
- Email our Customer Services Team at: enquiries@bykerct.co.uk

- Write to our local office address:
Byker Community Trust 17 Raby Cross, Byker,
Newcastle upon Tyne, NE6 2FF.
- BCT website and social media via Facebook.
- Via a Councillor, MP or other third party.

COFFEE TIME



Crossword

Across

3. Their days are numbered (6,9)
5. What carollers do (4)
7. The star of the 1990 film Home Alone (8,6)
8. Item of clothing you hang up for Santa (8)
9. Decorations you hang on a Christmas tree (7)

Down

1. You can roast them on an open fire (9)
2. Wham's famous Christmas song (4,9)
4. Cultural holiday honouring African-American heritage (7)
5. German fruitcake (7)
6. Jewish festival of light celebrated in December (8)

Sudoku

Easy

	5	7	1					8
1	8	3					9	
4								
8		2		3				
	7			1		8		
5			4	8	9			
	4	9				7	6	
	6			7		9		
7	1	5	3	9				

Trickier

	2		7	6				3
						2		
9		6		2			4	
8		7	4				1	
			1					
1	9		5	3		6		8
4	8	9			1		3	6
				5	9			
2	1						8	9

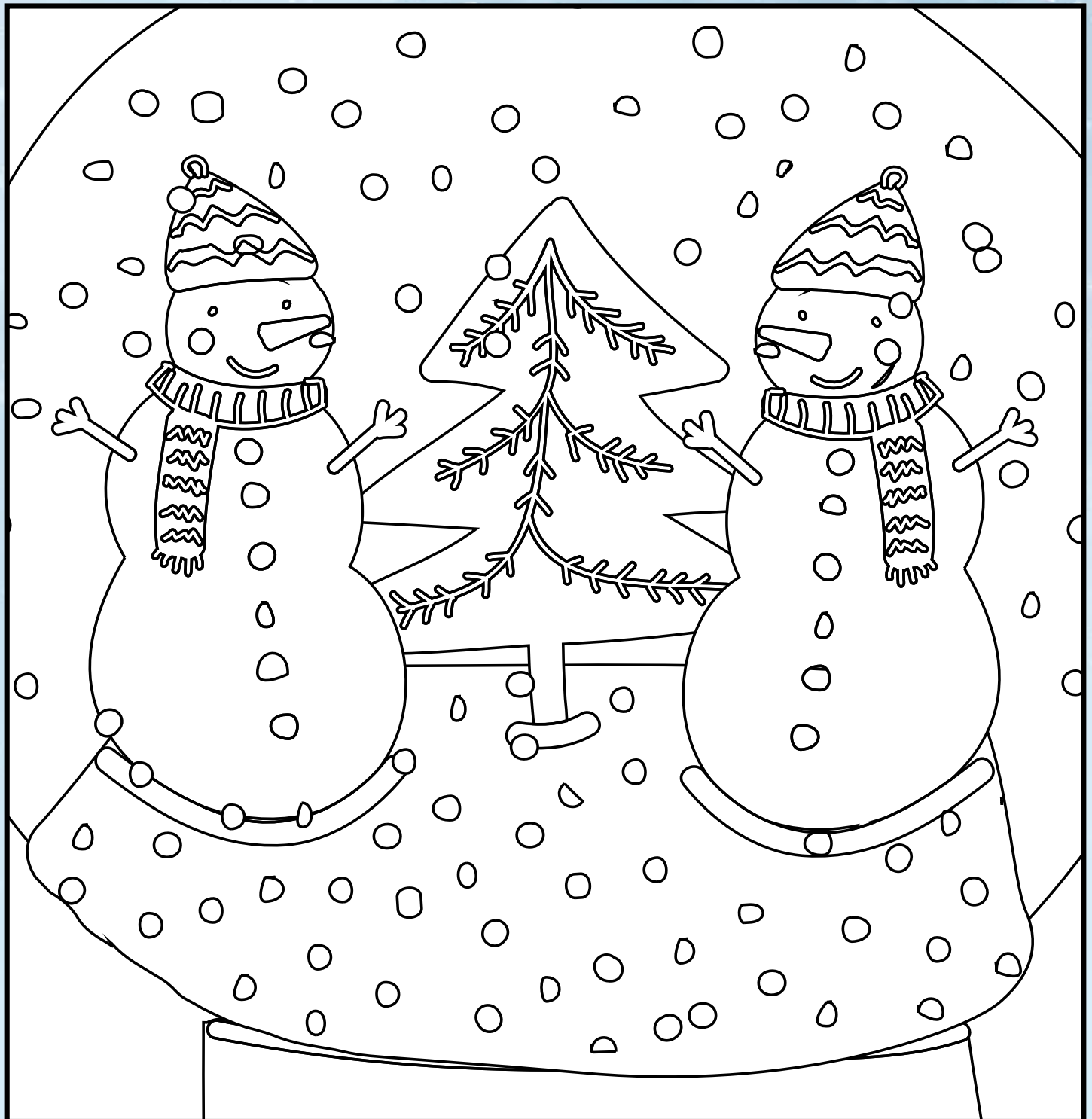
CHRISTMAS COLOURING COMPETITION

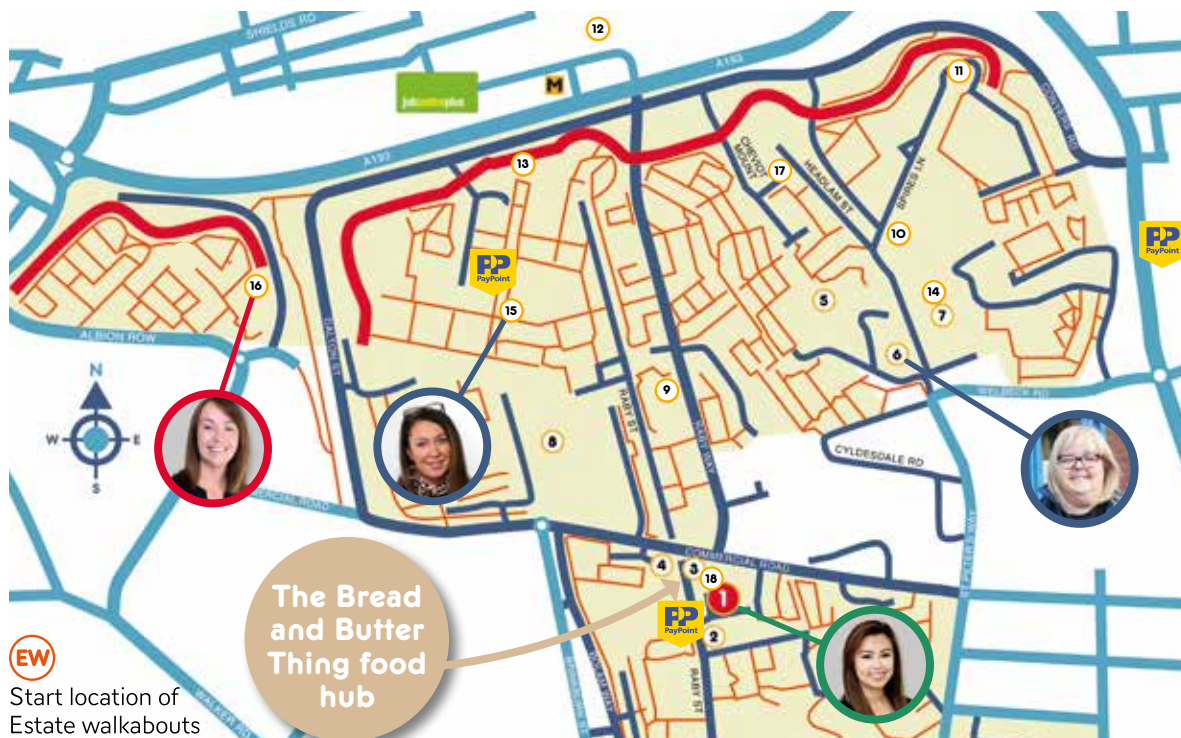


It's CHRISTMAS!!! To celebrate the festive season, we're giving you the chance to win a £25 gift voucher with our colouring competition.

Grab your pens, pencils, crayons and paints and colour in our snowy pals. Be as creative as you like, you can even add some of your favourite Christmas activities to the picture as well.

Ask a grownup to share your entry to **communications@karbonhomes.co.uk** and be sure to include your age. We'll publish a selection of the entries on Facebook and in the next edition. Good luck!





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| 1 Byker Community Trust office Freephone 0800 533 5442 | 10 St. Lawrence's Primary School Call 0191 265 9881 |
| 2 Children and Families Newcastle East – Byker Sands Centre Call 0191 275 9636 | 11 St. Lawrence's Church |
| 3 ACANE Community Centre and The Bread and Butter Thing Call 0191 265 8110 | 12 East End Library and Pool Call 0191 277 4100 |
| 4 St. Michael's Church Centre Raby Cross | 13 Climb Newcastle |
| 5 St. Michael's Church Headlam Street | 14 Chirton House |
| 6 Former Byker Community Centre | 15 Ralph Erskine House |
| 7 Byker Village Bowling Green | 16 Tom Collins House |
| 8 Byker Primary School Call 0191 265 6906 | 17 Mount Pleasant |
| 9 Avondale House (Veterans' Support) | 18 Byker Pantry |

How to contact Byker Community Trust:

Call: **0800 533 5442**

Option 1: Repairs
(also for out of hours emergencies)

Option 2: Rent Enquiries

Option 3: Housing Enquiries

Option 4: Business Enquiries

enquiries@bykerct.co.uk

www.bykercommunitytrust.org

bykercommunitytrust

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